

## **Appendix 7**

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

#### **Overview Tables**

##### **Atlantic**

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

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

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

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

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

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

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

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

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

<b>Please select the description that best describes you</b>		
A party in a court case/legal matter	329	31%
Victim or witness	45	4%
Law enforcement officer	17	2%
Public defender/staff	24	2%
Social services staff	26	2%
Friend or family member	112	11%
Private attorney	126	12%
Prosecutor/staff	27	3%
Juror	122	12%
Other	222	21%
<b>Total</b>	<b>1,050</b>	<b>100%</b>

<b>What did you do today? (select all that apply) *</b>		
Attended a hearing or trial	392	34%
Received information	109	9%
Visited Probation	148	13%
Attended mediation or arbitration	45	4%
Visited the Ombudsman/Self-Help Center	5	0%
Jury Service	119	10%
Filed Papers	98	8%
Made a payment	63	5%
Searched court records/obtained documents	20	2%
Other	173	15%

<b>What type of case brought you to the courthouse today? (select all that apply) *</b>		
Child Custody	83	7%
Division of Child Placement and Permanency	44	4%
Divorce	38	3%
Foreclosure	4	0%
Probation	153	13%
Child Support	92	8%
Landlord/Tenant	44	4%
Civil	185	16%
Juvenile Delinquency	31	3%
Domestic Violence	31	3%
Criminal	199	17%
Other	195	17%

<b>How do you identify yourself? (select all that apply)*</b>		
American Indian or Alaska Native	24	2%
Native Hawaiian or Other Pacific Islander	4	0%
Asian	26	2%
White	573	49%
Black or African American	295	25%
Hispanic or Latino	134	12%
Other	46	4%

<b>What is your gender?</b>		
Male	549	51%
Female	528	49%
<b>Total</b>	<b>1,077</b>	<b>100%</b>

<b>What is your age range?</b>		
Under 20	30	3%
20 - 29	225	21%
30 - 39	234	22%
40 - 49	250	23%
50 - 59	211	20%
60 - 69	92	9%
70 or older	28	3%
<b>Total</b>	<b>1,070</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	230	36%
No	414	64%
<b>Total</b>	<b>644</b>	<b>100%</b>

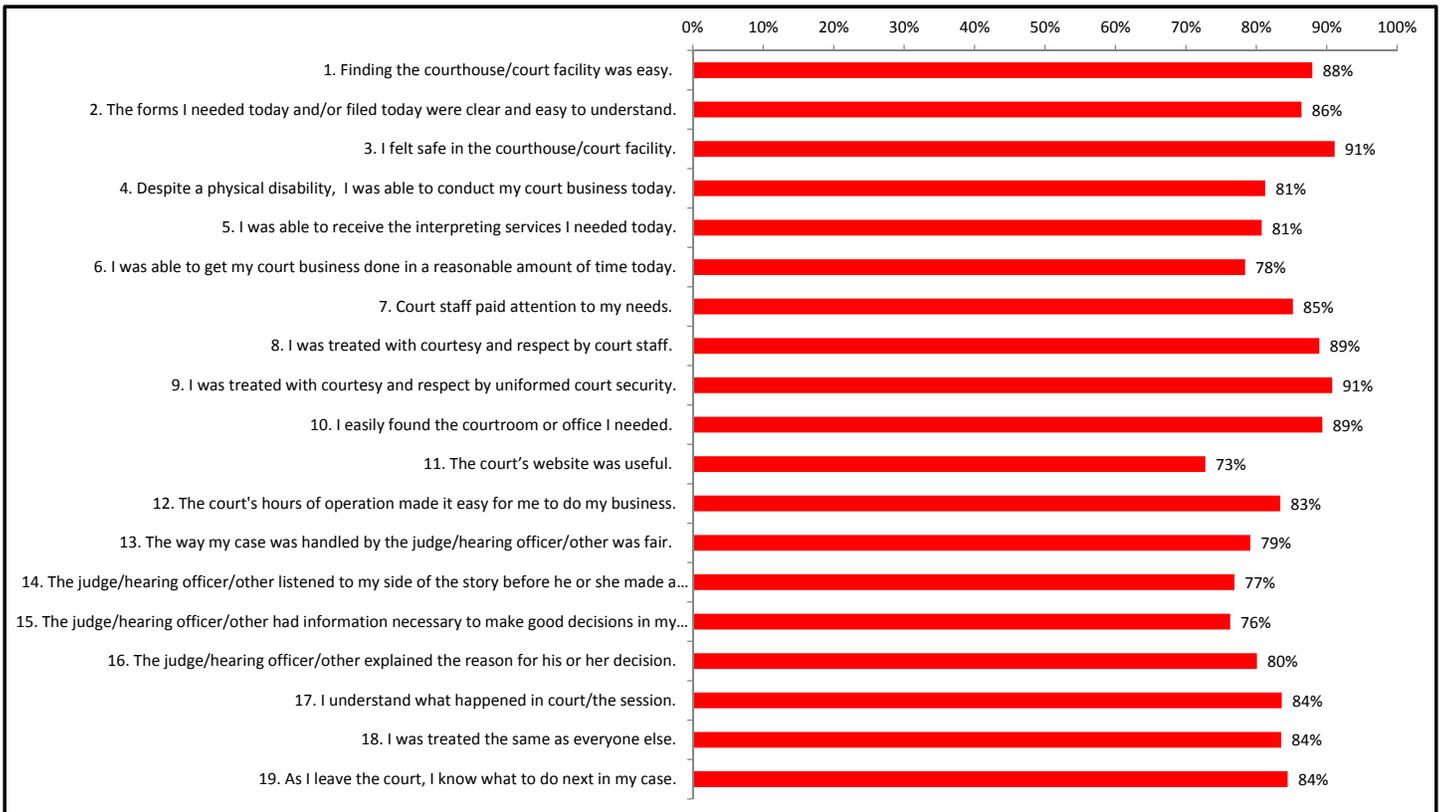
<b>How often are you in this courthouse?</b>		
First time in this courthouse	197	19%
Once a year or less	284	27%
Several times a year	277	26%
Several times a month	297	28%
<b>Total</b>	<b>1,055</b>	<b>100%</b>

**\* Percentage is based on total respondents: 1,162**

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	53	5%	38	3%	46	4%	392	34%	609	54%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	40	4%	19	2%	69	7%	356	38%	459	49%	86%
3. I felt safe in the courthouse/court facility.	52	5%	16	1%	33	3%	335	29%	701	62%	91%
4. Despite a physical disability, I was able to conduct my court business today.	33	6%	14	3%	56	10%	196	36%	251	46%	81%
5. I was able to receive the interpreting services I needed today.	29	6%	17	4%	45	10%	175	37%	207	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	77	7%	70	7%	78	7%	343	33%	475	46%	78%
7. Court staff paid attention to my needs.	58	5%	31	3%	69	6%	342	32%	568	53%	85%
8. I was treated with courtesy and respect by court staff.	54	5%	25	2%	46	4%	320	28%	687	61%	89%
9. I was treated with courtesy and respect by uniformed court security.	53	5%	19	2%	31	3%	333	30%	682	61%	91%
10. I easily found the courtroom or office I needed.	52	5%	22	2%	45	4%	367	33%	635	57%	89%
11. The court's website was useful.	35	6%	21	3%	111	18%	192	31%	254	41%	73%
12. The court's hours of operation made it easy for me to do my business.	45	4%	44	4%	85	8%	364	35%	511	49%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	33	7%	23	5%	38	8%	157	35%	200	44%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	29	7%	25	6%	43	10%	142	34%	181	43%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	31	7%	21	5%	48	11%	148	35%	174	41%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	26	6%	16	4%	39	10%	155	38%	171	42%	80%
17. I understand what happened in court/the session.	25	5%	16	3%	34	7%	165	36%	218	48%	84%
18. I was treated the same as everyone else.	27	6%	16	3%	34	7%	164	35%	227	49%	84%
19. As I leave the court, I know what to do next in my case.	26	6%	13	3%	30	7%	152	34%	223	50%	84%

**Percent That Agree or Strongly Agree**

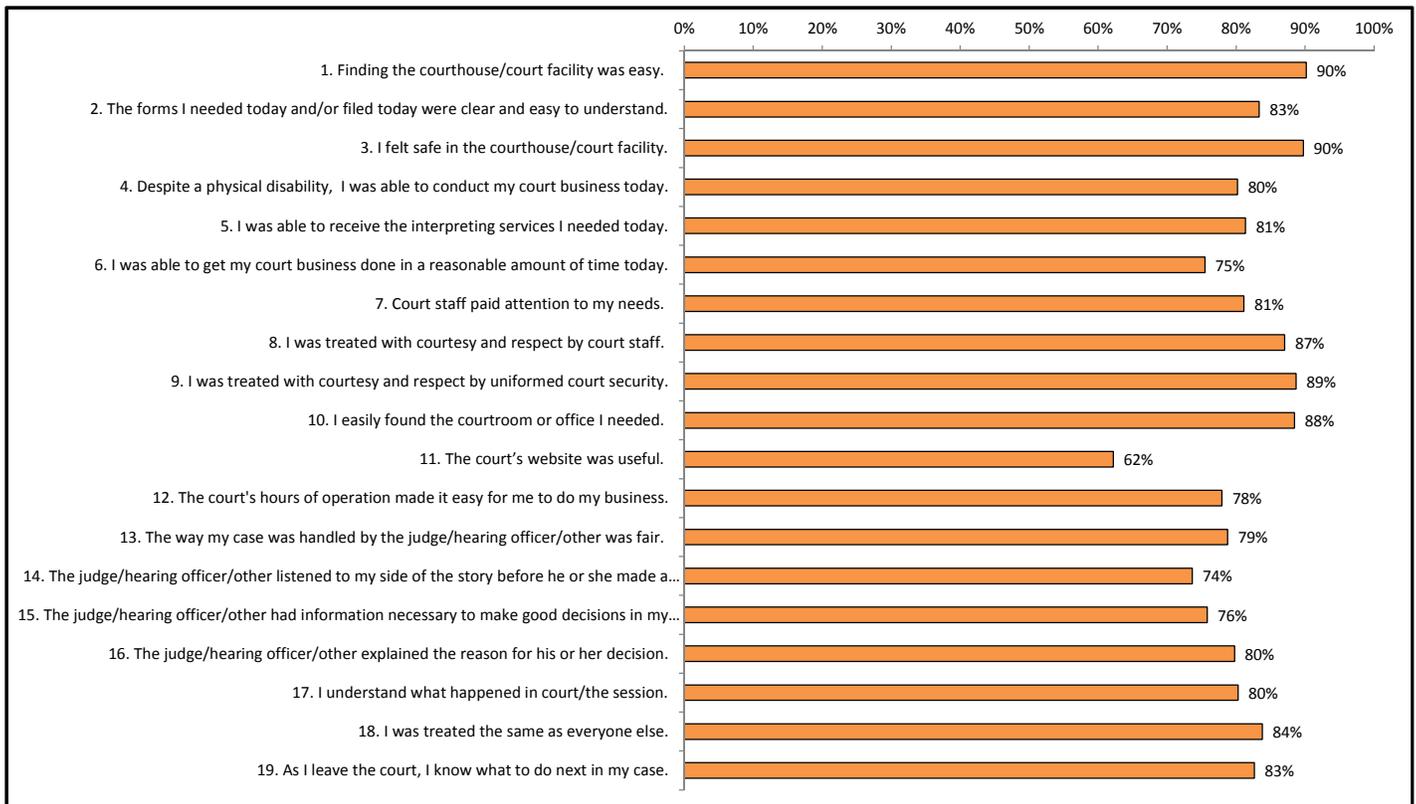


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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.	14	4%	9	3%	9	3%	117	36%	177	54%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	14	5%	10	3%	25	9%	110	37%	135	46%	83%
3. I felt safe in the courthouse/court facility.	15	5%	7	2%	11	3%	101	31%	189	59%	90%
4. Despite a physical disability, I was able to conduct my court business today.	10	5%	6	3%	20	11%	58	32%	88	48%	80%
5. I was able to receive the interpreting services I needed today.	11	8%	5	3%	11	8%	52	36%	66	46%	81%
6. I was able to get my court business done in a reasonable amount of time today.	28	9%	22	7%	27	9%	104	33%	133	42%	75%
7. Court staff paid attention to my needs.	20	6%	10	3%	29	9%	101	32%	153	49%	81%
8. I was treated with courtesy and respect by court staff.	15	5%	13	4%	14	4%	106	33%	176	54%	87%
9. I was treated with courtesy and respect by uniformed court security.	13	4%	9	3%	14	4%	110	34%	173	54%	89%
10. I easily found the courtroom or office I needed.	14	4%	8	2%	15	5%	113	35%	171	53%	88%
11. The court's website was useful.	11	7%	8	5%	43	26%	41	25%	61	37%	62%
12. The court's hours of operation made it easy for me to do my business.	12	4%	21	7%	36	12%	110	35%	134	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	8%	9	5%	17	9%	78	39%	78	39%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	7%	15	8%	21	11%	66	35%	71	38%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	7%	14	8%	18	10%	73	40%	65	36%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	7%	8	4%	16	9%	75	42%	67	38%	80%
17. I understand what happened in court/the session.	13	6%	8	4%	19	9%	75	37%	88	43%	80%
18. I was treated the same as everyone else.	12	6%	7	3%	14	7%	82	40%	89	44%	84%
19. As I leave the court, I know what to do next in my case.	10	5%	9	5%	15	8%	68	35%	94	48%	83%

Percent That Agree or Strongly Agree



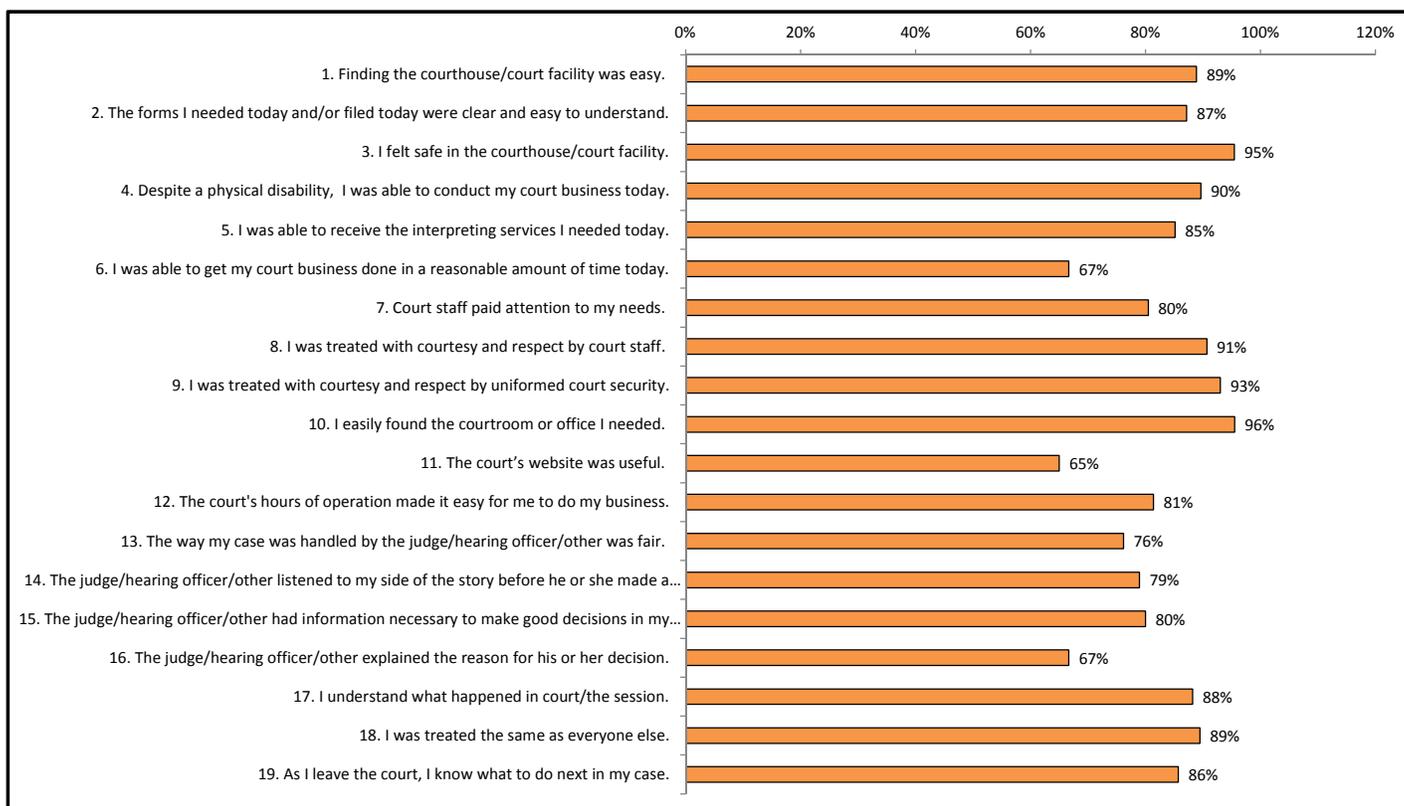
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Atlantic County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	4%	2	4%	1	2%	16	36%	24	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	5%	3	8%	17	44%	17	44%	87%
3. I felt safe in the courthouse/court facility.	0	0%	1	2%	1	2%	17	39%	25	57%	95%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	2	7%	15	52%	11	38%	90%
5. I was able to receive the interpreting services I needed today.	1	4%	1	4%	2	7%	13	48%	10	37%	85%
6. I was able to get my court business done in a reasonable amount of time today.	6	14%	3	7%	5	12%	10	24%	18	43%	67%
7. Court staff paid attention to my needs.	4	10%	1	2%	3	7%	11	27%	22	54%	80%
8. I was treated with courtesy and respect by court staff.	1	2%	2	5%	1	2%	16	37%	23	53%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	1	2%	16	37%	24	56%	93%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	2	4%	17	38%	26	58%	96%
11. The court's website was useful.	2	10%	1	5%	4	20%	5	25%	8	40%	65%
12. The court's hours of operation made it easy for me to do my business.	2	5%	2	5%	4	9%	15	35%	20	47%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	14%	0	0%	2	10%	8	38%	8	38%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	16%	1	5%	0	0%	9	47%	6	32%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	15%	0	0%	1	5%	9	45%	7	35%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	11%	0	0%	4	22%	7	39%	5	28%	67%
17. I understand what happened in court/the session.	0	0%	2	12%	0	0%	8	47%	7	41%	88%
18. I was treated the same as everyone else.	2	11%	0	0%	0	0%	9	47%	8	42%	89%
19. As I leave the court, I know what to do next in my case.	1	5%	1	5%	1	5%	9	43%	9	43%	86%

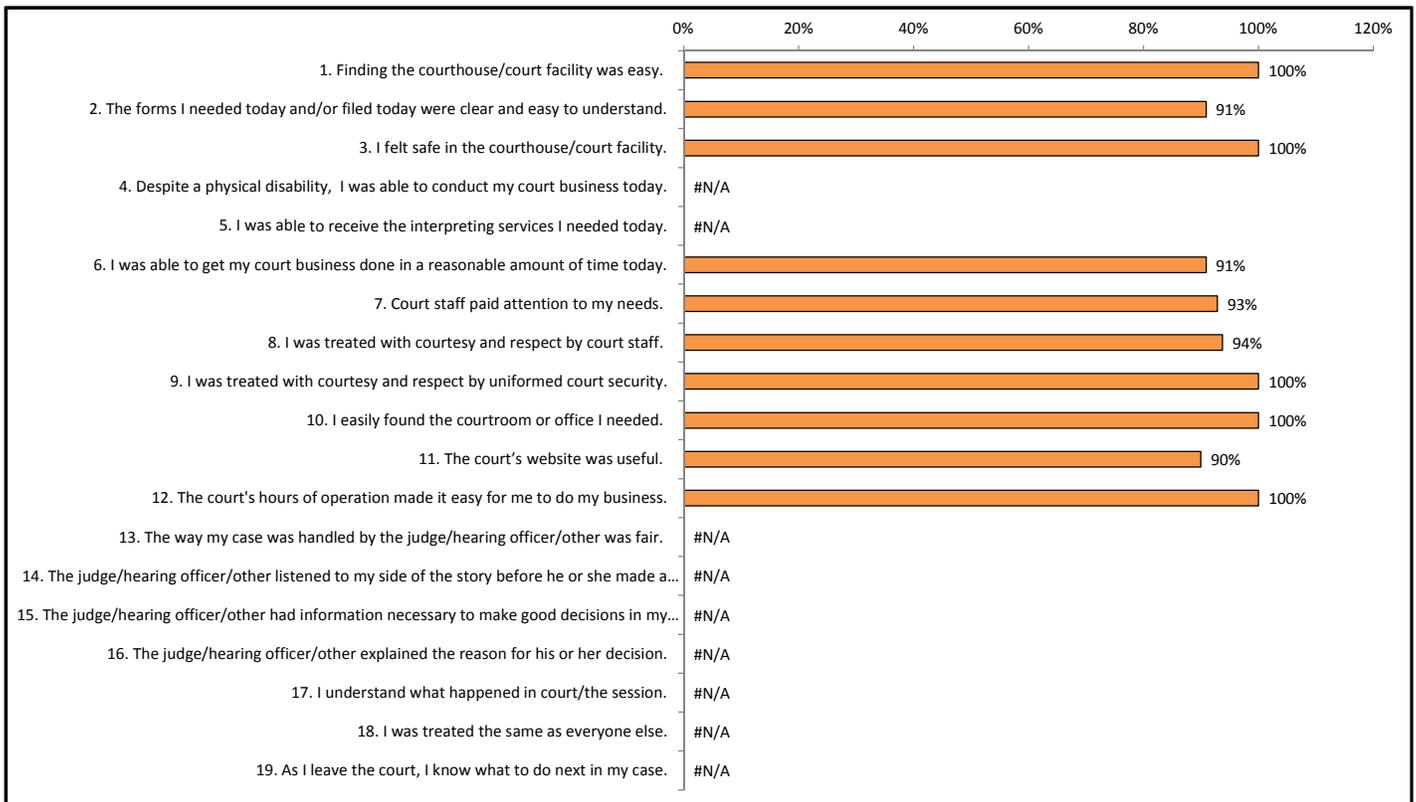
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	0	0%	0	0%	0	0%	6	35%	11	65%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	9%	4	36%	6	55%	91%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	4	25%	12	75%	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	9%	0	0%	5	45%	5	45%	91%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	7%	4	29%	9	64%	93%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	6%	4	25%	11	69%	94%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	25%	12	75%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	7	41%	10	59%	100%
11. The court's website was useful.	0	0%	0	0%	1	10%	5	50%	4	40%	90%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	0	0%	7	47%	8	53%	100%
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**

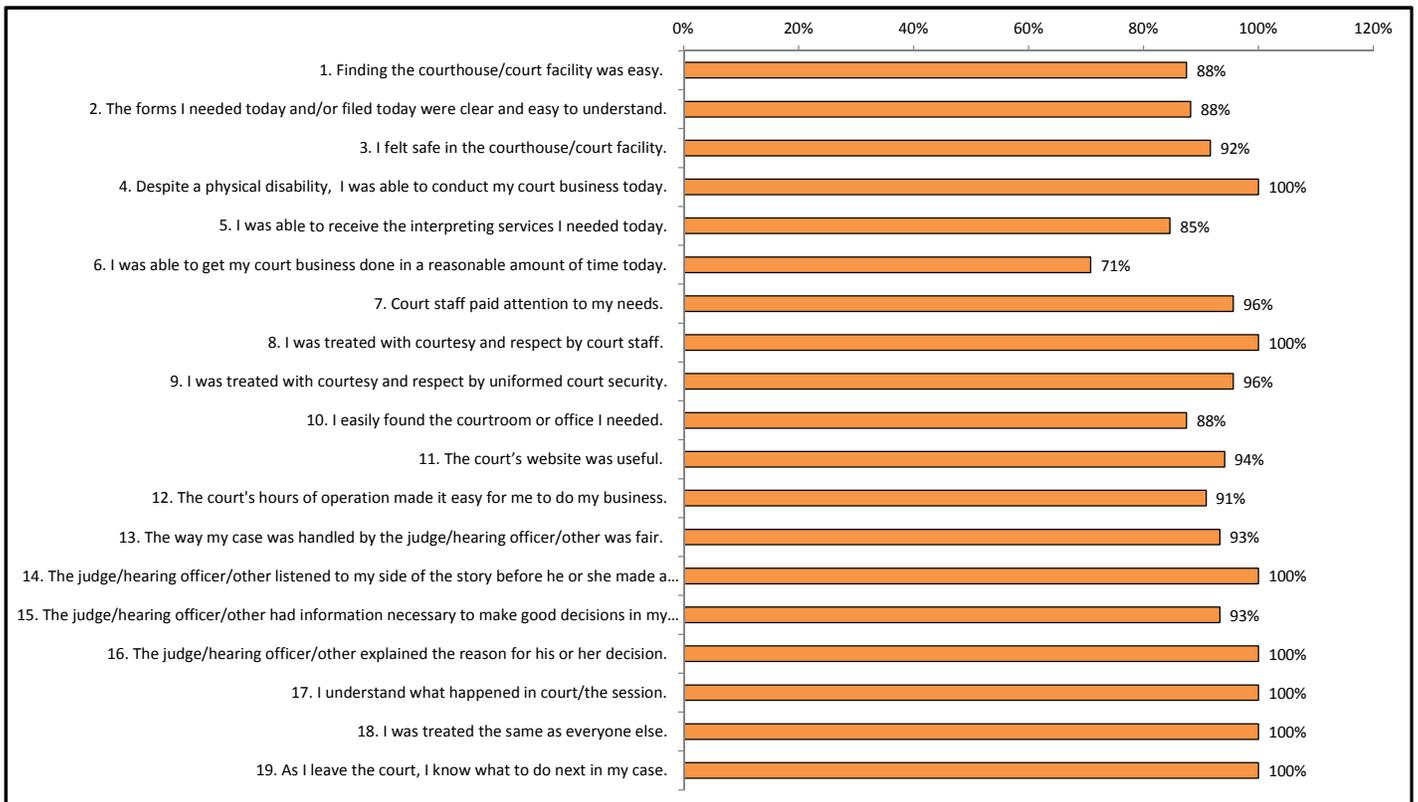


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	0	0%	0	0%	3	13%	7	29%	14	58%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	2	12%	5	29%	10	59%	88%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	8%	7	29%	15	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	0	0%	5	45%	6	55%	100%
5. I was able to receive the interpreting services I needed today.	0	0%	1	8%	1	8%	3	23%	8	62%	85%
6. I was able to get my court business done in a reasonable amount of time today.	1	4%	3	13%	3	13%	5	21%	12	50%	71%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	4%	6	26%	16	70%	96%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	7	29%	17	71%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	4%	4	17%	18	78%	96%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	2	8%	7	29%	14	58%	88%
11. The court's website was useful.	0	0%	0	0%	1	6%	6	35%	10	59%	94%
12. The court's hours of operation made it easy for me to do my business.	0	0%	2	9%	0	0%	5	23%	15	68%	91%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	7%	0	0%	6	40%	8	53%	93%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	0	0%	4	31%	9	69%	100%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	1	7%	5	33%	9	60%	93%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	0	0%	5	36%	9	64%	100%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	5	33%	10	67%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	0	0%	4	29%	10	71%	100%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	4	31%	9	69%	100%

**Percent That Agree or Strongly Agree**

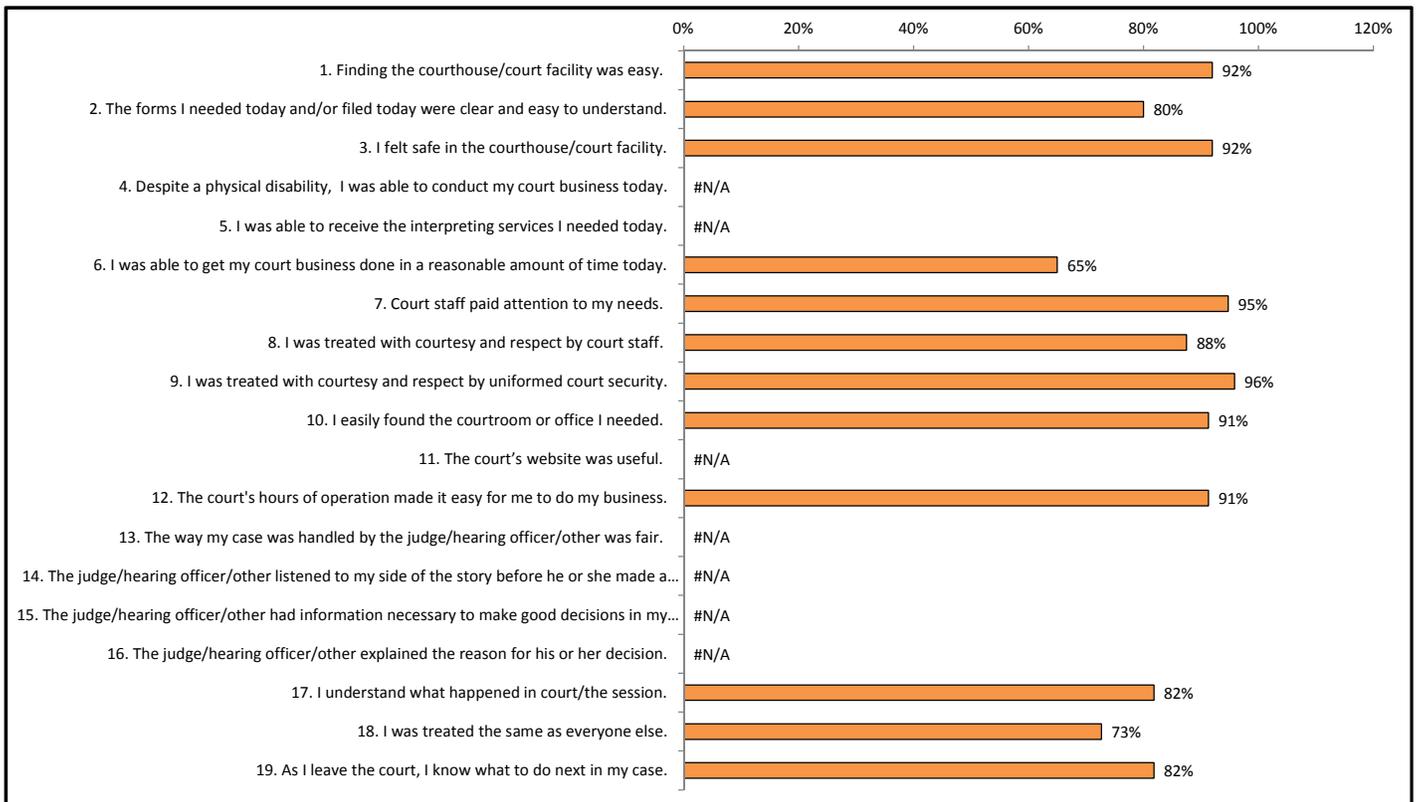


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic County**  
**Please select the description that best describes you: social services staff**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	1	4%	1	4%	6	24%	17	68%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	10%	0	0%	1	10%	4	40%	4	40%	80%
3. I felt safe in the courthouse/court facility.	2	8%	0	0%	0	0%	5	20%	18	72%	92%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	3	15%	3	15%	1	5%	4	20%	9	45%	65%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	5%	6	32%	12	63%	95%
8. I was treated with courtesy and respect by court staff.	0	0%	1	4%	2	8%	2	8%	19	79%	88%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	4%	0	0%	4	17%	19	79%	96%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	2	9%	4	17%	17	74%	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%	2	9%	3	13%	18	78%	91%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	1	9%	0	0%	1	9%	2	18%	7	64%	82%
18. I was treated the same as everyone else.	1	9%	2	18%	0	0%	1	9%	7	64%	73%
19. As I leave the court, I know what to do next in my case.	1	9%	0	0%	1	9%	2	18%	7	64%	82%

**Percent That Agree or Strongly Agree**

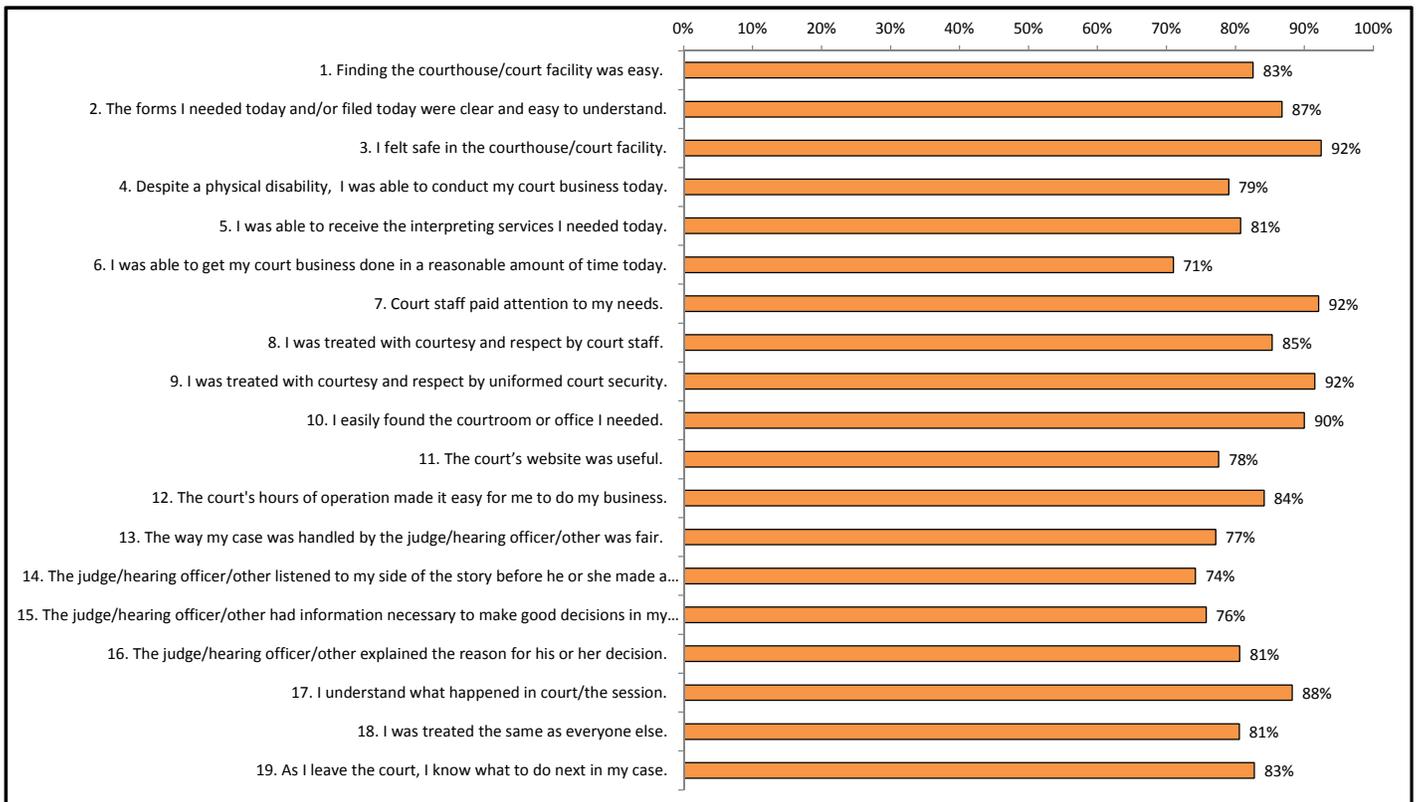


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	7	6%	4	4%	8	7%	35	32%	55	50%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	1	1%	8	10%	36	43%	36	43%	87%
3. I felt safe in the courthouse/court facility.	5	5%	1	1%	2	2%	26	25%	72	68%	92%
4. Despite a physical disability, I was able to conduct my court business today.	4	6%	2	3%	7	11%	25	40%	24	39%	79%
5. I was able to receive the interpreting services I needed today.	4	8%	2	4%	4	8%	22	42%	20	38%	81%
6. I was able to get my court business done in a reasonable amount of time today.	5	5%	16	16%	8	8%	33	33%	38	38%	71%
7. Court staff paid attention to my needs.	2	2%	5	5%	1	1%	46	46%	47	47%	92%
8. I was treated with courtesy and respect by court staff.	7	6%	0	0%	9	8%	27	25%	66	61%	85%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	3	3%	1	1%	37	35%	60	57%	92%
10. I easily found the courtroom or office I needed.	7	6%	0	0%	4	4%	41	37%	58	53%	90%
11. The court's website was useful.	2	3%	2	3%	9	16%	22	38%	23	40%	78%
12. The court's hours of operation made it easy for me to do my business.	4	4%	4	4%	8	8%	42	42%	43	43%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	11%	0	0%	4	11%	15	43%	12	34%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	10%	0	0%	5	16%	14	45%	9	29%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	12%	1	3%	3	9%	12	36%	13	39%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	10%	0	0%	3	10%	14	45%	11	35%	81%
17. I understand what happened in court/the session.	2	6%	1	3%	1	3%	17	50%	13	38%	88%
18. I was treated the same as everyone else.	2	6%	2	6%	3	8%	16	44%	13	36%	81%
19. As I leave the court, I know what to do next in my case.	2	7%	1	3%	2	7%	14	48%	10	34%	83%

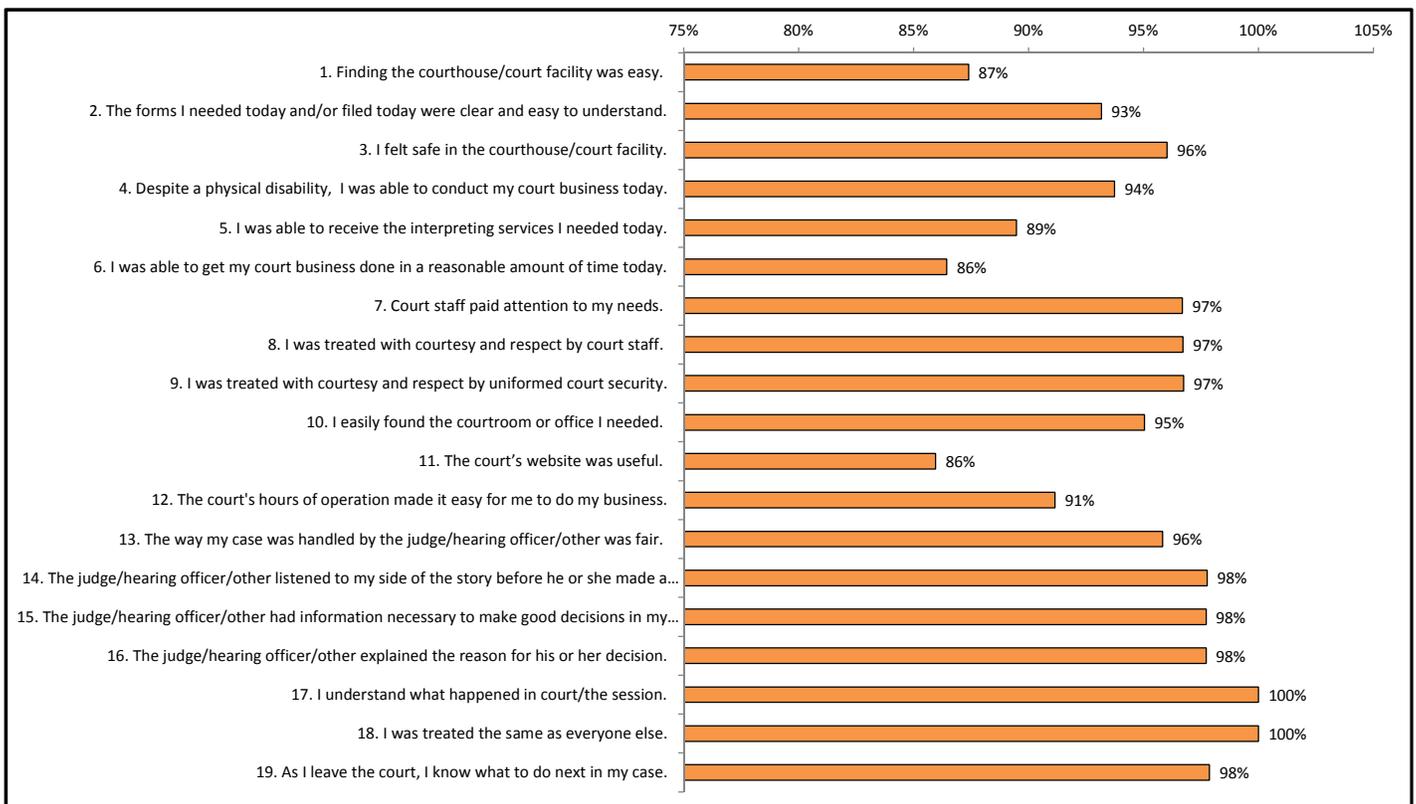
**Percent That Agree or Strongly Agree**



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.	4	3%	6	5%	5	4%	29	24%	75	63%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	0	0%	5	6%	29	33%	53	60%	93%
3. I felt safe in the courthouse/court facility.	2	2%	1	1%	2	2%	33	26%	88	70%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	6%	3	19%	12	75%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	11%	7	37%	10	53%	89%
6. I was able to get my court business done in a reasonable amount of time today.	5	4%	3	3%	8	7%	40	34%	62	53%	86%
7. Court staff paid attention to my needs.	1	1%	1	1%	2	2%	30	25%	87	72%	97%
8. I was treated with courtesy and respect by court staff.	2	2%	1	1%	1	1%	27	22%	91	75%	97%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	0	0%	2	2%	27	22%	92	75%	97%
10. I easily found the courtroom or office I needed.	3	2%	2	2%	1	1%	27	22%	88	73%	95%
11. The court's website was useful.	3	5%	1	2%	4	7%	19	33%	30	53%	86%
12. The court's hours of operation made it easy for me to do my business.	1	1%	3	3%	6	5%	26	23%	77	68%	91%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	0	0%	2	4%	10	21%	36	75%	96%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	1	2%	0	0%	10	22%	34	76%	98%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	1	2%	8	18%	35	80%	98%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	2%	0	0%	9	20%	34	77%	98%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	10	21%	38	79%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	0	0%	9	19%	38	81%	100%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	1	2%	10	21%	36	77%	98%

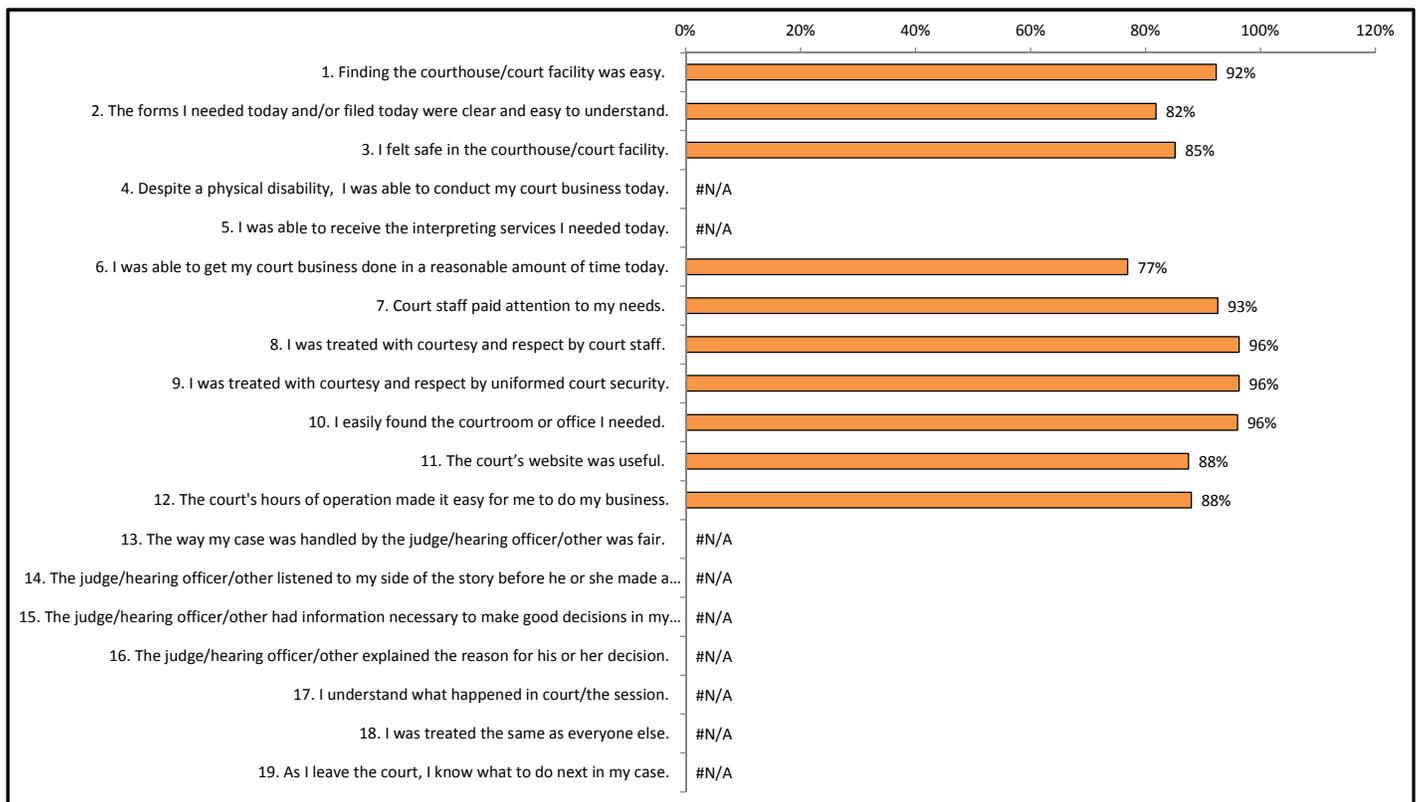
Percent That Agree or Strongly Agree



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.	1	4%	1	4%	0	0%	9	35%	15	58%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	0	0%	3	14%	3	14%	15	68%	82%
3. I felt safe in the courthouse/court facility.	1	4%	1	4%	2	7%	7	26%	16	59%	85%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	2	8%	3	12%	1	4%	9	35%	11	42%	77%
7. Court staff paid attention to my needs.	1	4%	0	0%	1	4%	7	26%	18	67%	93%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	0	0%	7	26%	19	70%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	0	0%	0	0%	5	19%	21	78%	96%
10. I easily found the courtroom or office I needed.	1	4%	0	0%	0	0%	4	16%	20	80%	96%
11. The court's website was useful.	0	0%	0	0%	2	13%	1	6%	13	81%	88%
12. The court's hours of operation made it easy for me to do my business.	1	4%	0	0%	2	8%	7	28%	15	60%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

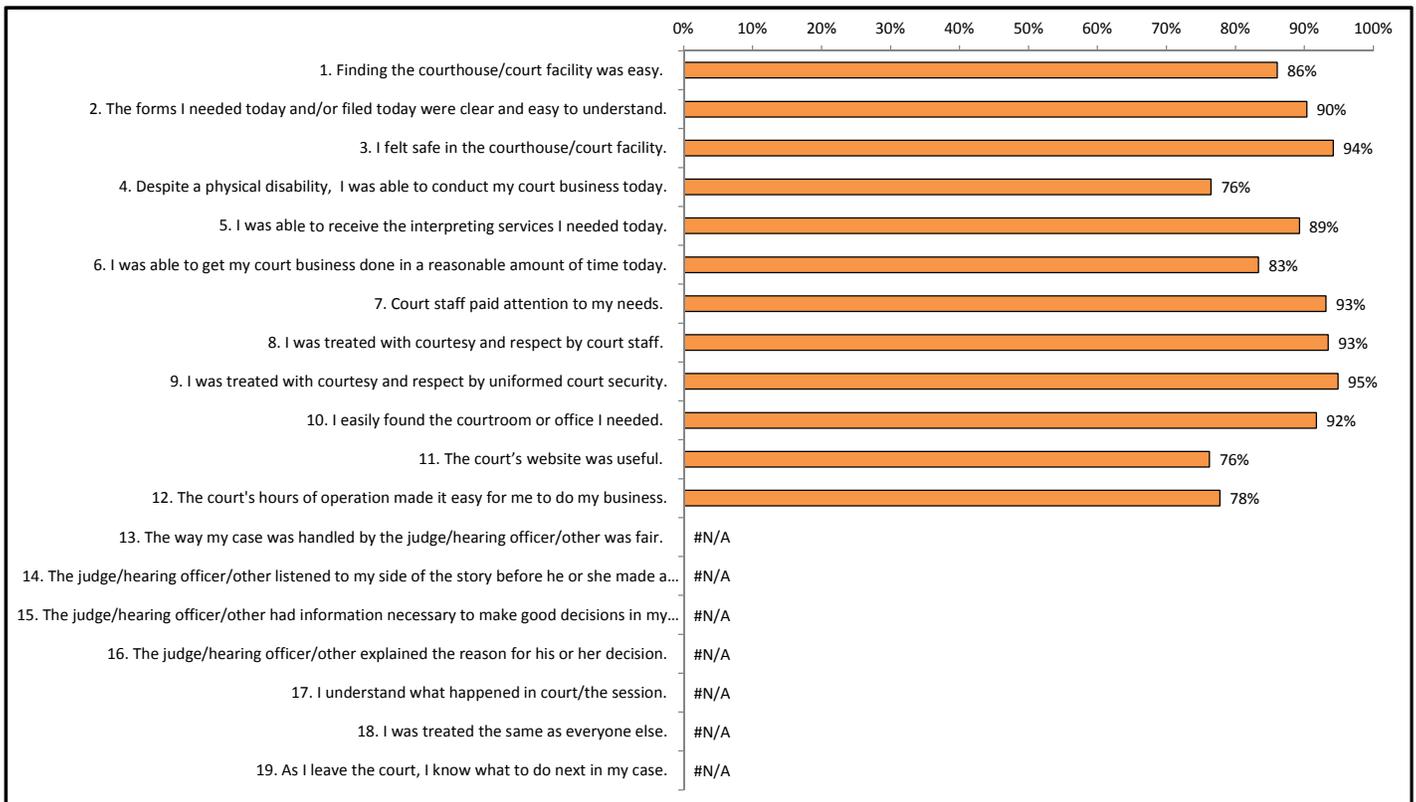


Atlantic County

Please select the description that best describes you: juror

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	2%	5	4%	10	8%	52	43%	53	43%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	0	0%	8	8%	46	44%	48	46%	90%
3. I felt safe in the courthouse/court facility.	2	2%	0	0%	5	4%	44	36%	70	58%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	7	21%	14	41%	12	35%	76%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	3	11%	16	57%	9	32%	89%
6. I was able to get my court business done in a reasonable amount of time today.	1	1%	1	1%	11	14%	40	51%	25	32%	83%
7. Court staff paid attention to my needs.	1	1%	1	1%	5	5%	45	44%	50	49%	93%
8. I was treated with courtesy and respect by court staff.	2	2%	1	1%	5	4%	37	30%	77	63%	93%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	1	1%	3	3%	37	32%	74	63%	95%
10. I easily found the courtroom or office I needed.	1	1%	1	1%	8	7%	51	42%	60	50%	92%
11. The court's website was useful.	3	4%	3	4%	13	16%	35	44%	26	33%	76%
12. The court's hours of operation made it easy for me to do my business.	3	4%	2	2%	13	16%	32	40%	31	38%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree



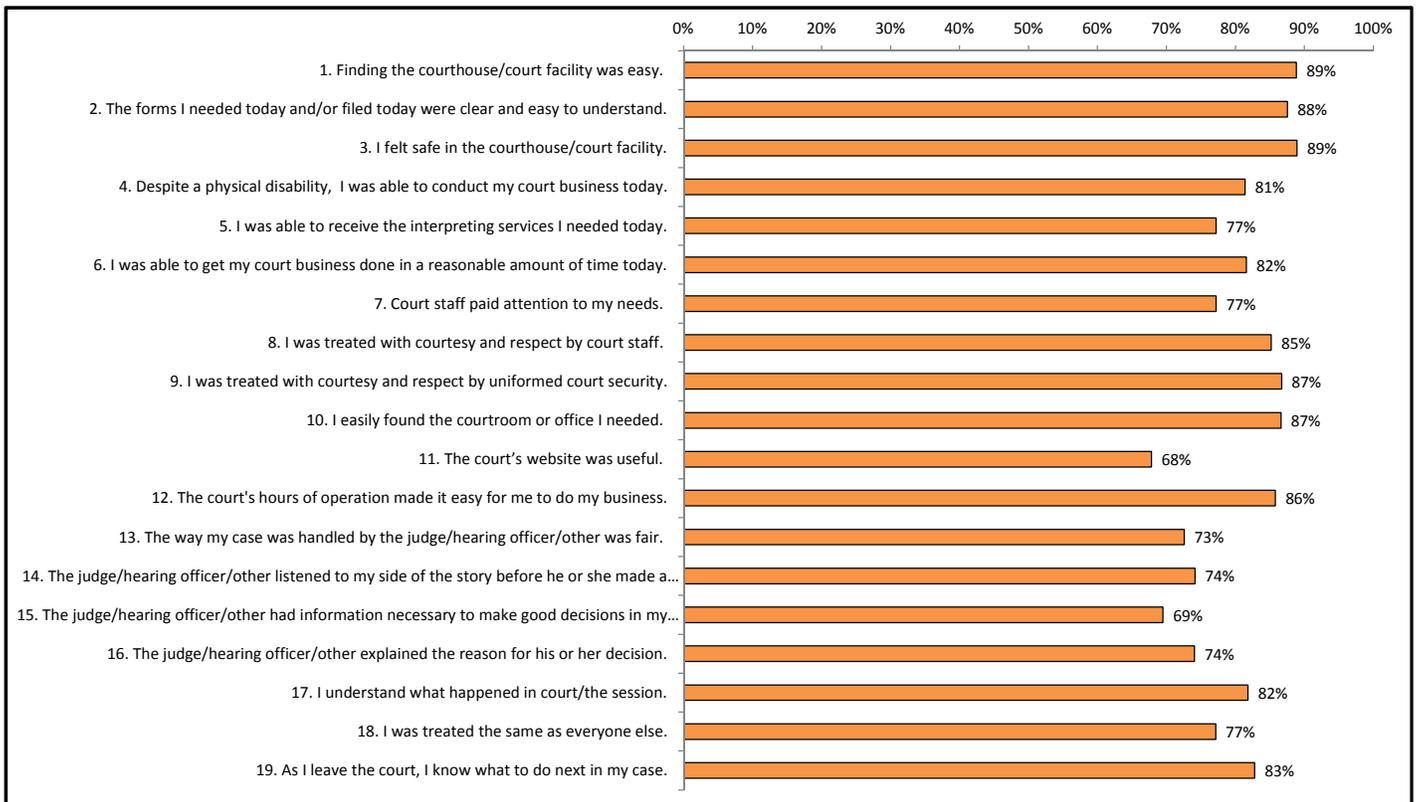
Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

Atlantic 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.	14	7%	6	3%	4	2%	73	34%	118	55%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	7%	3	2%	7	4%	65	37%	90	51%	88%
3. I felt safe in the courthouse/court facility.	17	8%	3	1%	4	2%	61	28%	132	61%	89%
4. Despite a physical disability, I was able to conduct my court business today.	9	7%	3	2%	12	9%	45	35%	60	47%	81%
5. I was able to receive the interpreting services I needed today.	8	7%	4	4%	14	12%	36	32%	52	46%	77%
6. I was able to get my court business done in a reasonable amount of time today.	20	9%	9	4%	10	5%	60	28%	113	53%	82%
7. Court staff paid attention to my needs.	21	10%	9	4%	16	8%	52	26%	104	51%	77%
8. I was treated with courtesy and respect by court staff.	16	7%	6	3%	10	5%	57	26%	127	59%	85%
9. I was treated with courtesy and respect by uniformed court security.	18	8%	4	2%	7	3%	60	28%	129	59%	87%
10. I easily found the courtroom or office I needed.	17	8%	6	3%	5	2%	62	30%	119	57%	87%
11. The court's website was useful.	8	7%	4	3%	25	22%	32	28%	46	40%	68%
12. The court's hours of operation made it easy for me to do my business.	14	7%	6	3%	10	5%	73	35%	108	51%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	6	10%	6	10%	19	31%	26	42%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	9%	3	5%	7	12%	18	31%	25	43%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	8%	3	5%	10	17%	19	32%	22	37%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	7%	3	6%	7	13%	19	35%	21	39%	74%
17. I understand what happened in court/the session.	4	6%	3	5%	5	8%	25	38%	29	44%	82%
18. I was treated the same as everyone else.	5	7%	2	3%	9	13%	21	30%	33	47%	77%
19. As I leave the court, I know what to do next in my case.	5	8%	2	3%	4	6%	23	36%	30	47%	83%

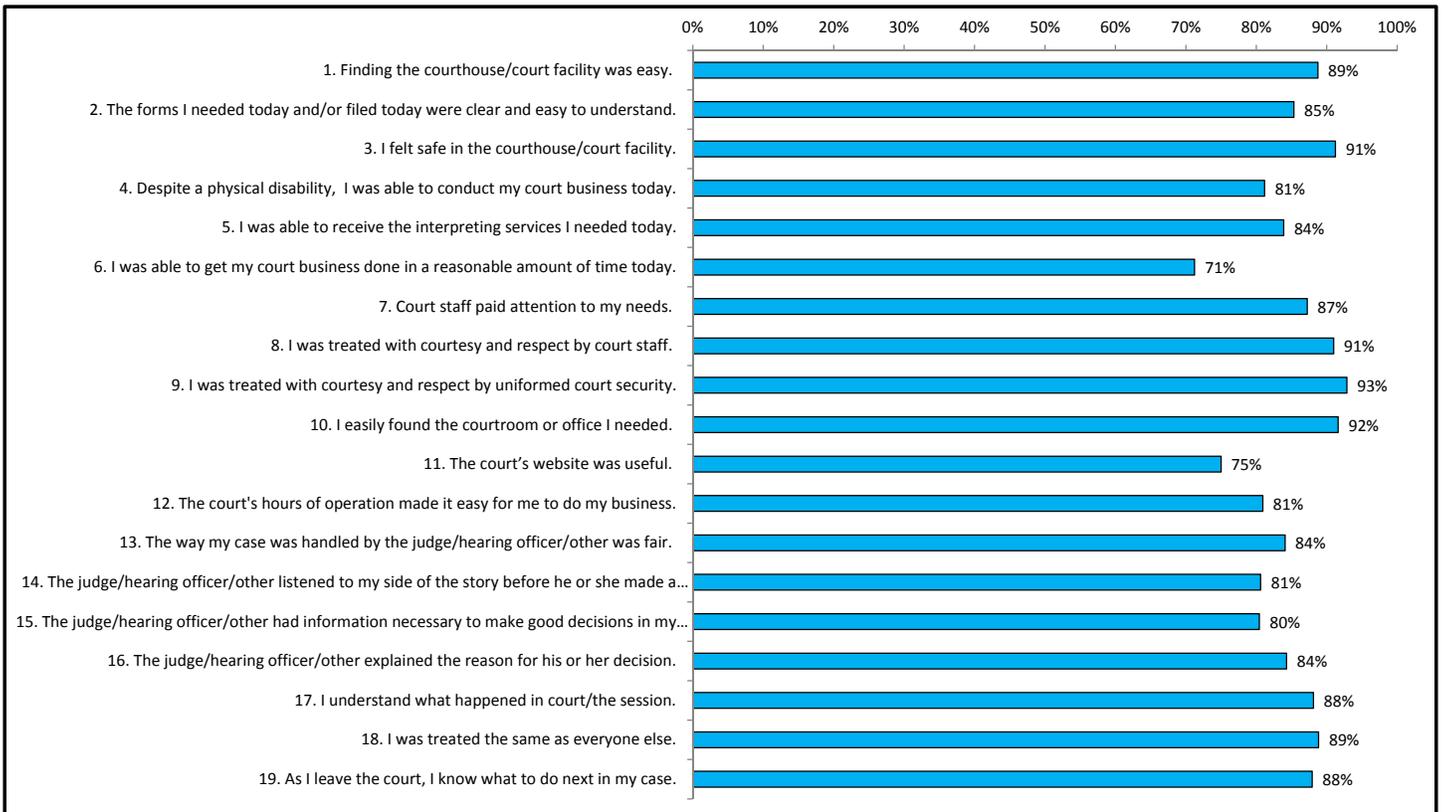
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	13	3%	12	3%	18	5%	142	37%	197	52%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	4%	6	2%	26	9%	114	38%	142	47%	85%
3. I felt safe in the courthouse/court facility.	12	3%	4	1%	18	5%	120	31%	234	60%	91%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	4	3%	17	11%	59	38%	66	43%	81%
5. I was able to receive the interpreting services I needed today.	5	4%	4	3%	10	8%	58	49%	41	35%	84%
6. I was able to get my court business done in a reasonable amount of time today.	32	9%	39	10%	36	10%	121	33%	144	39%	71%
7. Court staff paid attention to my needs.	15	4%	8	2%	24	7%	132	36%	189	51%	87%
8. I was treated with courtesy and respect by court staff.	13	3%	5	1%	17	4%	121	31%	232	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	10	3%	6	2%	11	3%	117	31%	234	62%	93%
10. I easily found the courtroom or office I needed.	11	3%	8	2%	13	3%	130	34%	220	58%	92%
11. The court's website was useful.	6	3%	4	2%	37	20%	65	35%	76	40%	75%
12. The court's hours of operation made it easy for me to do my business.	12	3%	17	5%	41	11%	125	34%	172	47%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	7%	5	2%	18	7%	92	38%	114	47%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	16	7%	9	4%	19	8%	85	37%	98	43%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	7%	7	3%	21	9%	81	35%	104	45%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	6%	7	3%	15	7%	86	39%	102	46%	84%
17. I understand what happened in court/the session.	11	5%	7	3%	11	5%	93	38%	122	50%	88%
18. I was treated the same as everyone else.	12	5%	6	2%	9	4%	95	39%	120	50%	89%
19. As I leave the court, I know what to do next in my case.	11	5%	4	2%	13	6%	83	36%	121	52%	88%

**Percent That Agree or Strongly Agree**

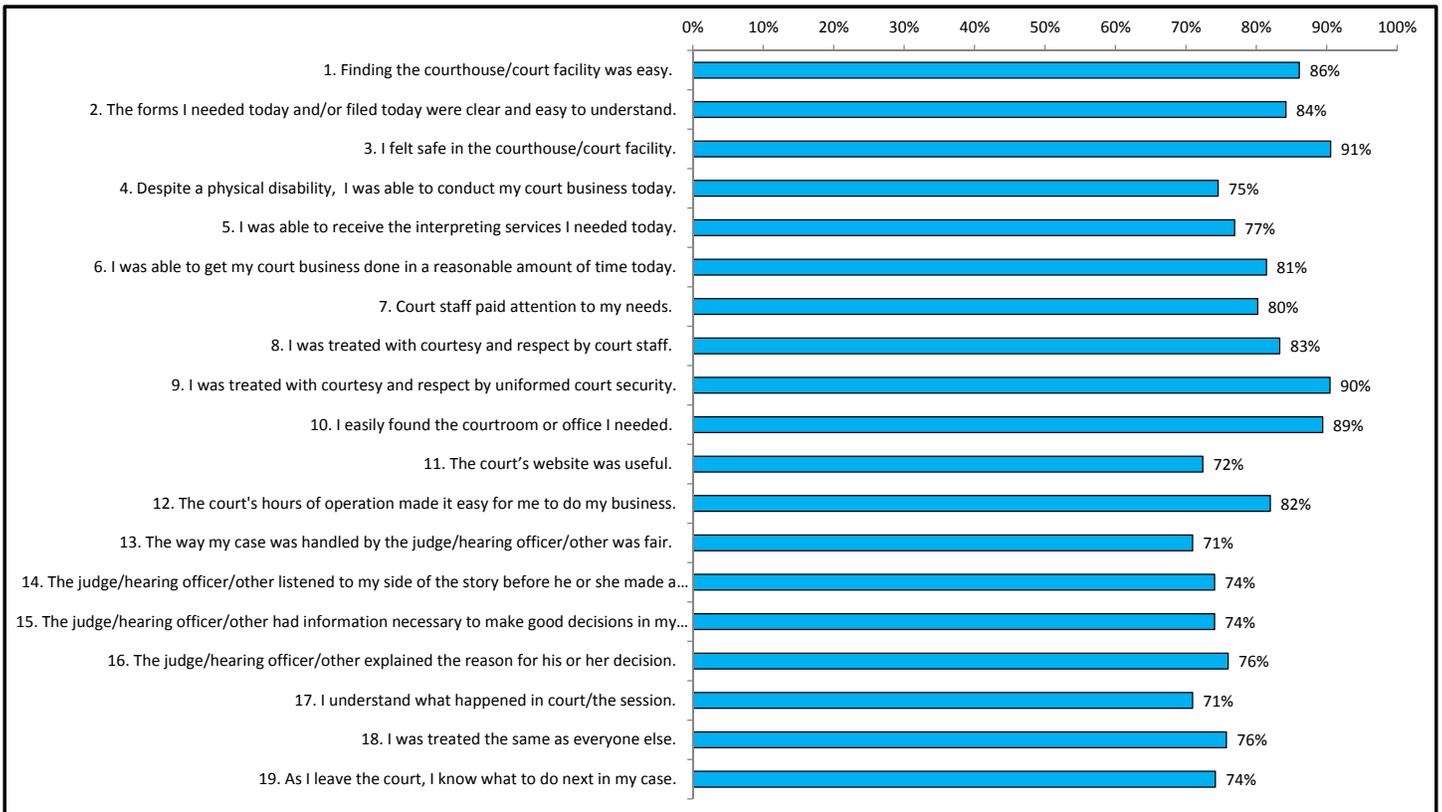


Atlantic County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	8%	4	4%	2	2%	41	38%	52	48%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	5%	3	3%	7	7%	39	41%	41	43%	84%
3. I felt safe in the courthouse/court facility.	5	5%	1	1%	4	4%	35	33%	61	58%	91%
4. Despite a physical disability, I was able to conduct my court business today.	5	8%	2	3%	8	14%	23	39%	21	36%	75%
5. I was able to receive the interpreting services I needed today.	5	10%	1	2%	6	12%	20	38%	20	38%	77%
6. I was able to get my court business done in a reasonable amount of time today.	8	8%	5	5%	5	5%	34	35%	45	46%	81%
7. Court staff paid attention to my needs.	9	9%	4	4%	7	7%	32	32%	49	49%	80%
8. I was treated with courtesy and respect by court staff.	6	6%	7	6%	5	5%	34	31%	56	52%	83%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	2	2%	3	3%	40	38%	55	52%	90%
10. I easily found the courtroom or office I needed.	6	6%	2	2%	3	3%	40	38%	53	51%	89%
11. The court's website was useful.	5	9%	1	2%	10	17%	21	36%	21	36%	72%
12. The court's hours of operation made it easy for me to do my business.	4	4%	7	7%	7	7%	36	36%	46	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	10%	2	6%	4	13%	9	29%	13	42%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	7%	2	7%	3	11%	5	19%	15	56%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	2	7%	3	11%	8	30%	12	44%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	4%	0	0%	5	20%	7	28%	12	48%	76%
17. I understand what happened in court/the session.	1	3%	1	3%	7	23%	6	19%	16	52%	71%
18. I was treated the same as everyone else.	2	6%	2	6%	4	12%	7	21%	18	55%	76%
19. As I leave the court, I know what to do next in my case.	2	6%	3	10%	3	10%	9	29%	14	45%	74%

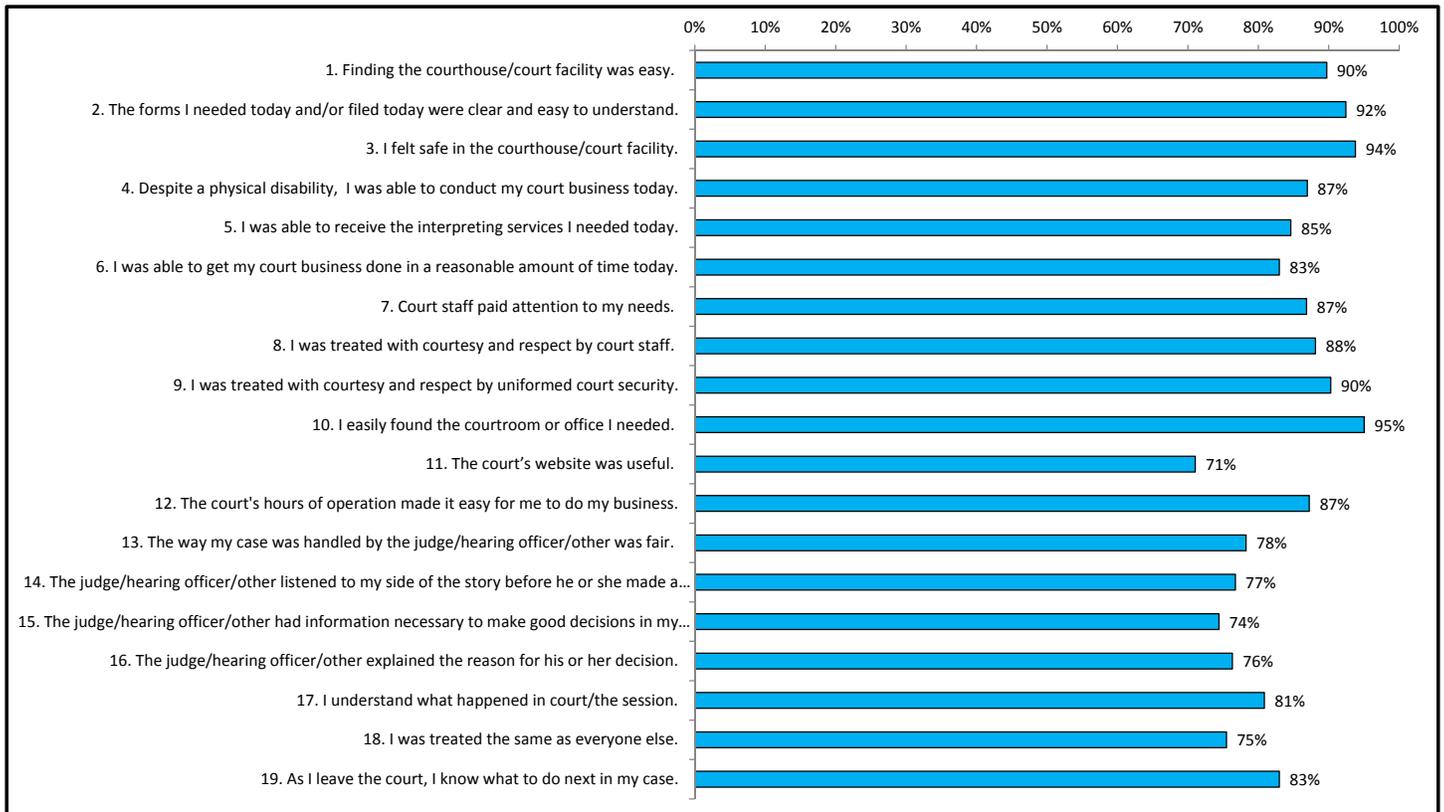
Percent That Agree or Strongly Agree



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%	2	1%	8	5%	43	29%	88	60%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	2%	1	1%	6	5%	48	36%	74	56%	92%
3. I felt safe in the courthouse/court facility.	6	4%	0	0%	3	2%	40	28%	96	66%	94%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	5	5%	5	5%	25	27%	55	60%	87%
5. I was able to receive the interpreting services I needed today.	2	3%	3	4%	7	9%	25	32%	41	53%	85%
6. I was able to get my court business done in a reasonable amount of time today.	8	6%	10	7%	6	4%	38	27%	79	56%	83%
7. Court staff paid attention to my needs.	7	5%	6	4%	5	4%	40	29%	79	58%	87%
8. I was treated with courtesy and respect by court staff.	6	4%	1	1%	10	7%	35	24%	91	64%	88%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	3	2%	4	3%	38	26%	92	64%	90%
10. I easily found the courtroom or office I needed.	5	4%	1	1%	1	1%	42	30%	92	65%	95%
11. The court's website was useful.	1	1%	3	4%	18	24%	16	21%	38	50%	71%
12. The court's hours of operation made it easy for me to do my business.	5	4%	6	4%	7	5%	49	35%	74	52%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	4%	5	11%	3	7%	14	30%	22	48%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	5%	4	9%	4	9%	12	28%	21	49%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	2	5%	6	14%	13	30%	19	44%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	2	5%	5	13%	11	29%	18	47%	76%
17. I understand what happened in court/the session.	2	4%	0	0%	7	15%	14	30%	24	51%	81%
18. I was treated the same as everyone else.	4	8%	0	0%	9	17%	13	25%	27	51%	75%
19. As I leave the court, I know what to do next in my case.	4	9%	2	4%	2	4%	14	30%	25	53%	83%

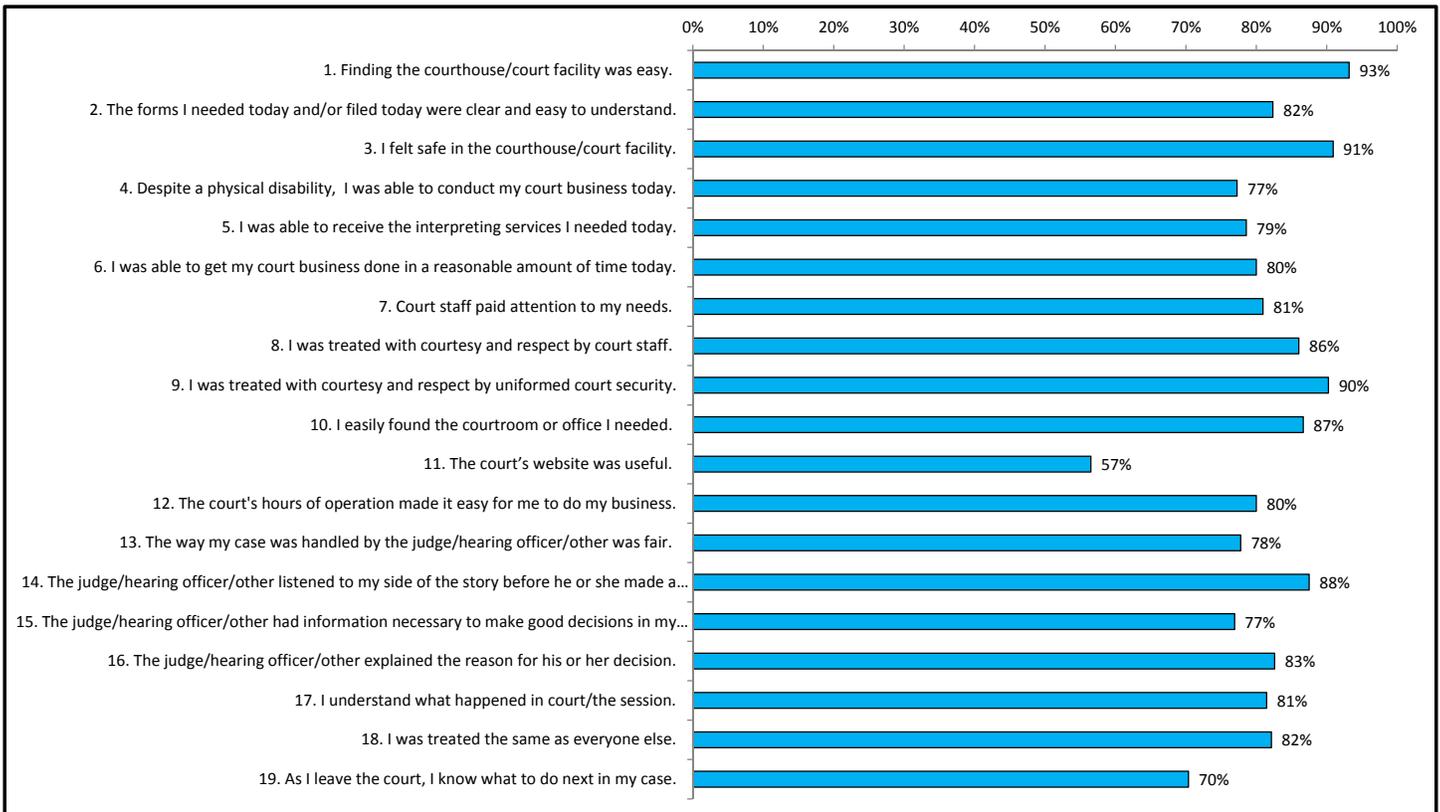
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	2	5%	0	0%	1	2%	13	30%	28	64%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	6%	0	0%	4	12%	12	35%	16	47%	82%
3. I felt safe in the courthouse/court facility.	2	5%	0	0%	2	5%	11	25%	29	66%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	1	5%	3	14%	5	23%	12	55%	77%
5. I was able to receive the interpreting services I needed today.	1	7%	0	0%	2	14%	5	36%	6	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	4	9%	2	4%	3	7%	14	31%	22	49%	80%
7. Court staff paid attention to my needs.	3	7%	0	0%	5	12%	9	21%	25	60%	81%
8. I was treated with courtesy and respect by court staff.	2	5%	1	2%	3	7%	6	14%	31	72%	86%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	2	5%	9	22%	28	68%	90%
10. I easily found the courtroom or office I needed.	1	2%	1	2%	4	9%	13	29%	26	58%	87%
11. The court's website was useful.	3	13%	1	4%	6	26%	6	26%	7	30%	57%
12. The court's hours of operation made it easy for me to do my business.	2	5%	1	3%	5	13%	13	33%	19	48%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	4%	2	7%	3	11%	5	19%	16	59%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	4%	1	4%	1	4%	6	25%	15	63%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	12%	3	12%	0	0%	7	27%	13	50%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	9%	2	9%	0	0%	6	26%	13	57%	83%
17. I understand what happened in court/the session.	2	7%	1	4%	2	7%	7	26%	15	56%	81%
18. I was treated the same as everyone else.	2	7%	0	0%	3	11%	7	25%	16	57%	82%
19. As I leave the court, I know what to do next in my case.	3	11%	1	4%	4	15%	5	19%	14	52%	70%

**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

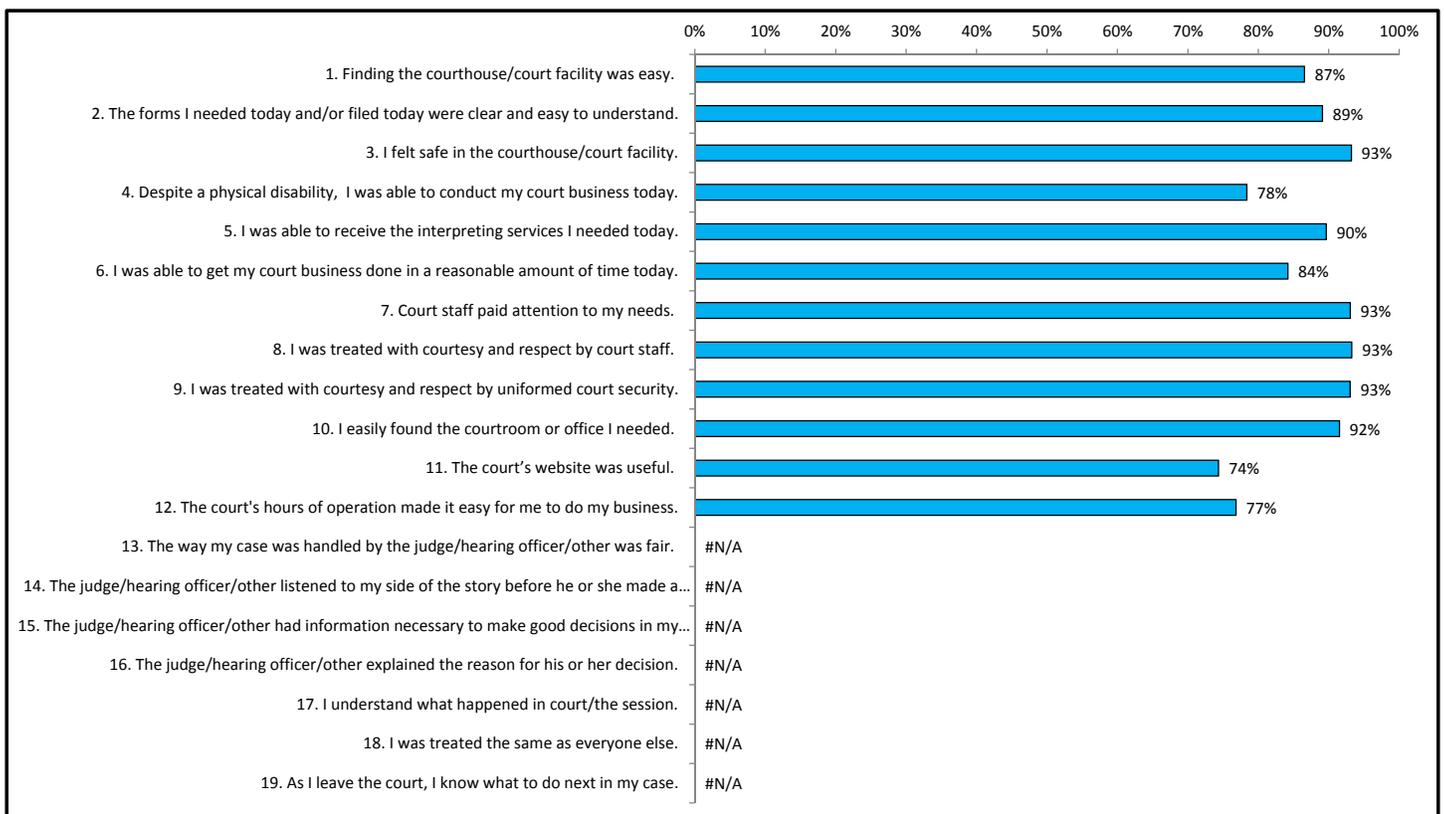


Atlantic County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	2%	6	5%	8	7%	51	43%	52	44%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	0	0%	9	9%	45	45%	45	45%	89%
3. I felt safe in the courthouse/court facility.	2	2%	1	1%	5	4%	44	37%	66	56%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	7	19%	15	41%	14	38%	78%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	3	10%	16	55%	10	34%	90%
6. I was able to get my court business done in a reasonable amount of time today.	1	1%	2	3%	9	12%	40	53%	24	32%	84%
7. Court staff paid attention to my needs.	1	1%	1	1%	5	5%	43	43%	51	50%	93%
8. I was treated with courtesy and respect by court staff.	2	2%	0	0%	6	5%	35	29%	76	64%	93%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	2	2%	4	3%	35	30%	72	63%	93%
10. I easily found the courtroom or office I needed.	1	1%	1	1%	8	7%	50	42%	58	49%	92%
11. The court's website was useful.	3	4%	3	4%	14	18%	31	40%	27	35%	74%
12. The court's hours of operation made it easy for me to do my business.	3	4%	2	2%	14	17%	32	39%	31	38%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

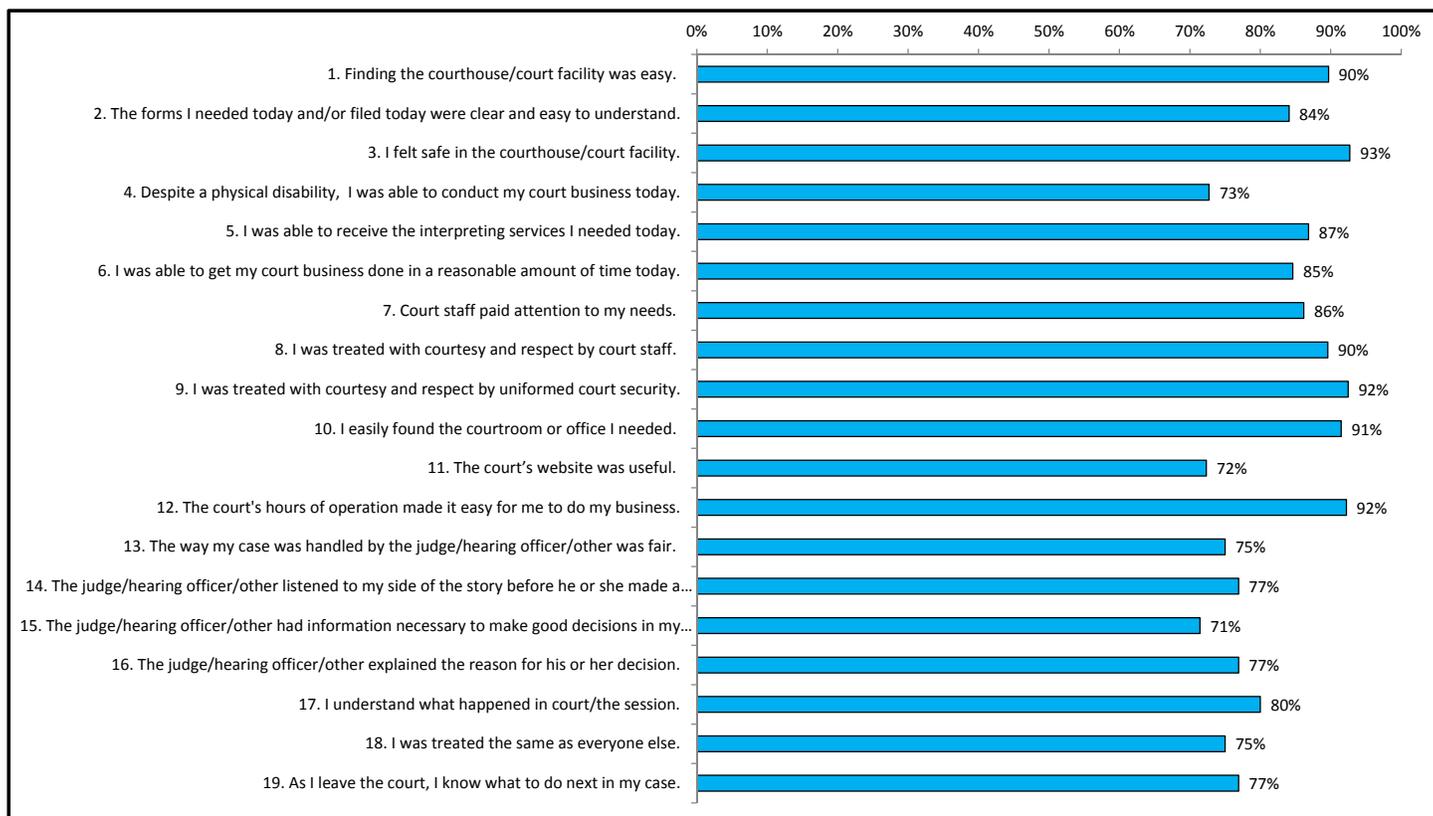
Percent That Agree or Strongly Agree



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.	5	5%	4	4%	1	1%	33	34%	54	56%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	5%	2	2%	8	9%	31	35%	43	49%	84%
3. I felt safe in the courthouse/court facility.	3	3%	2	2%	2	2%	24	25%	65	68%	93%
4. Despite a physical disability, I was able to conduct my court business today.	5	11%	0	0%	7	16%	16	36%	16	36%	73%
5. I was able to receive the interpreting services I needed today.	2	5%	0	0%	3	8%	15	39%	18	47%	87%
6. I was able to get my court business done in a reasonable amount of time today.	5	5%	2	2%	7	8%	28	31%	49	54%	85%
7. Court staff paid attention to my needs.	4	4%	2	2%	7	7%	24	26%	57	61%	86%
8. I was treated with courtesy and respect by court staff.	3	3%	5	5%	2	2%	20	21%	66	69%	90%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	0	0%	4	4%	25	27%	61	66%	92%
10. I easily found the courtroom or office I needed.	4	4%	1	1%	3	3%	26	28%	60	64%	91%
11. The court's website was useful.	3	6%	1	2%	9	19%	12	26%	22	47%	72%
12. The court's hours of operation made it easy for me to do my business.	3	3%	3	3%	1	1%	29	32%	54	60%	92%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	1	8%	1	8%	3	25%	6	50%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	15%	1	8%	4	31%	6	46%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	7%	1	7%	2	14%	5	36%	5	36%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	8%	2	15%	5	38%	5	38%	77%
17. I understand what happened in court/the session.	0	0%	0	0%	3	20%	6	40%	6	40%	80%
18. I was treated the same as everyone else.	1	6%	1	6%	2	13%	6	38%	6	38%	75%
19. As I leave the court, I know what to do next in my case.	2	15%	0	0%	1	8%	4	31%	6	46%	77%

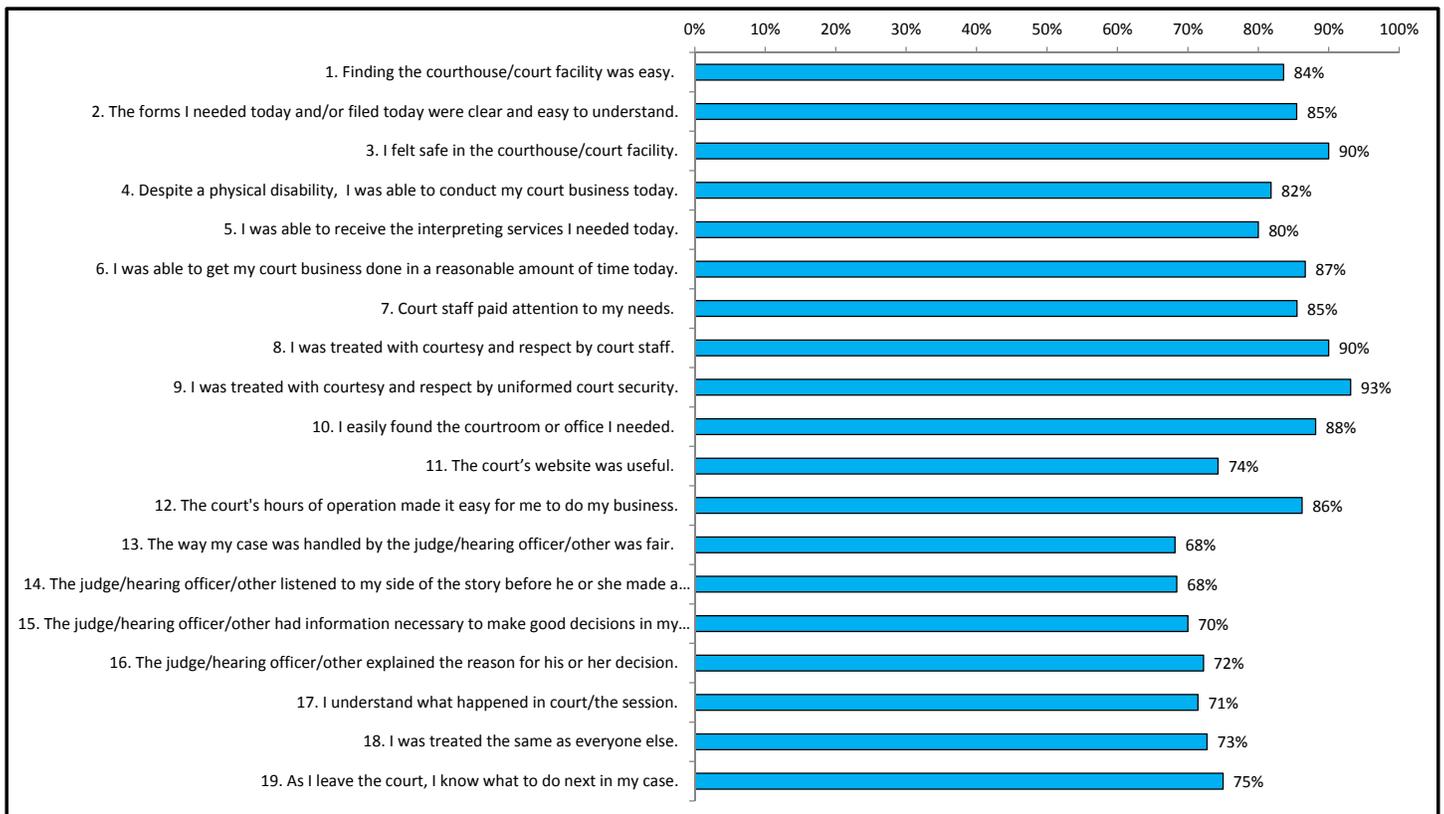
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	10%	1	2%	3	5%	19	31%	32	52%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	5%	1	2%	4	7%	20	36%	27	49%	85%
3. I felt safe in the courthouse/court facility.	4	7%	1	2%	1	2%	20	33%	34	57%	90%
4. Despite a physical disability, I was able to conduct my court business today.	3	7%	1	2%	4	9%	15	34%	21	48%	82%
5. I was able to receive the interpreting services I needed today.	2	5%	1	3%	5	13%	12	30%	20	50%	80%
6. I was able to get my court business done in a reasonable amount of time today.	5	8%	1	2%	2	3%	21	35%	31	52%	87%
7. Court staff paid attention to my needs.	4	6%	2	3%	3	5%	20	32%	33	53%	85%
8. I was treated with courtesy and respect by court staff.	3	5%	2	3%	1	2%	21	35%	33	55%	90%
9. I was treated with courtesy and respect by uniformed court security.	3	5%	0	0%	1	2%	22	38%	32	55%	93%
10. I easily found the courtroom or office I needed.	5	8%	0	0%	2	3%	18	31%	34	58%	88%
11. The court's website was useful.	2	6%	1	3%	6	17%	14	40%	12	34%	74%
12. The court's hours of operation made it easy for me to do my business.	3	5%	2	3%	3	5%	19	33%	31	53%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	23%	1	5%	1	5%	3	14%	12	55%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	3	16%	1	5%	2	11%	11	58%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	10%	2	10%	2	10%	3	15%	11	55%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	3	17%	4	22%	9	50%	72%
17. I understand what happened in court/the session.	1	5%	1	5%	4	19%	5	24%	10	48%	71%
18. I was treated the same as everyone else.	2	9%	1	5%	3	14%	4	18%	12	55%	73%
19. As I leave the court, I know what to do next in my case.	2	10%	3	15%	0	0%	4	20%	11	55%	75%

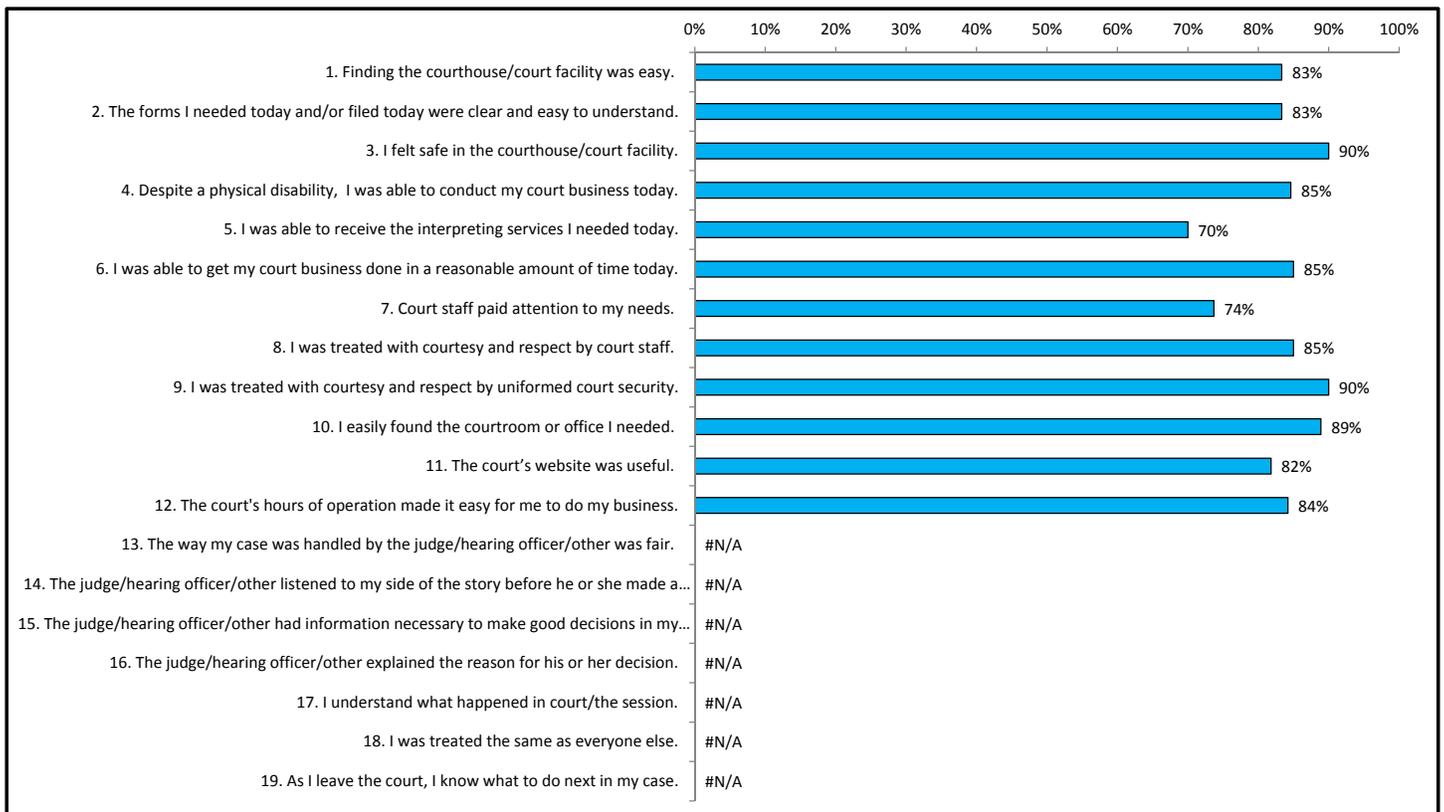
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	11%	1	6%	0	0%	4	22%	11	61%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	6%	2	11%	0	0%	4	22%	11	61%	83%
3. I felt safe in the courthouse/court facility.	2	10%	0	0%	0	0%	6	30%	12	60%	90%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	8%	1	8%	2	15%	9	69%	85%
5. I was able to receive the interpreting services I needed today.	0	0%	1	10%	2	20%	2	20%	5	50%	70%
6. I was able to get my court business done in a reasonable amount of time today.	1	5%	1	5%	1	5%	5	25%	12	60%	85%
7. Court staff paid attention to my needs.	2	11%	2	11%	1	5%	3	16%	11	58%	74%
8. I was treated with courtesy and respect by court staff.	1	5%	2	10%	0	0%	4	20%	13	65%	85%
9. I was treated with courtesy and respect by uniformed court security.	2	10%	0	0%	0	0%	5	25%	13	65%	90%
10. I easily found the courtroom or office I needed.	2	11%	0	0%	0	0%	4	22%	12	67%	89%
11. The court's website was useful.	0	0%	0	0%	2	18%	2	18%	7	64%	82%
12. The court's hours of operation made it easy for me to do my business.	1	5%	1	5%	1	5%	6	32%	10	53%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

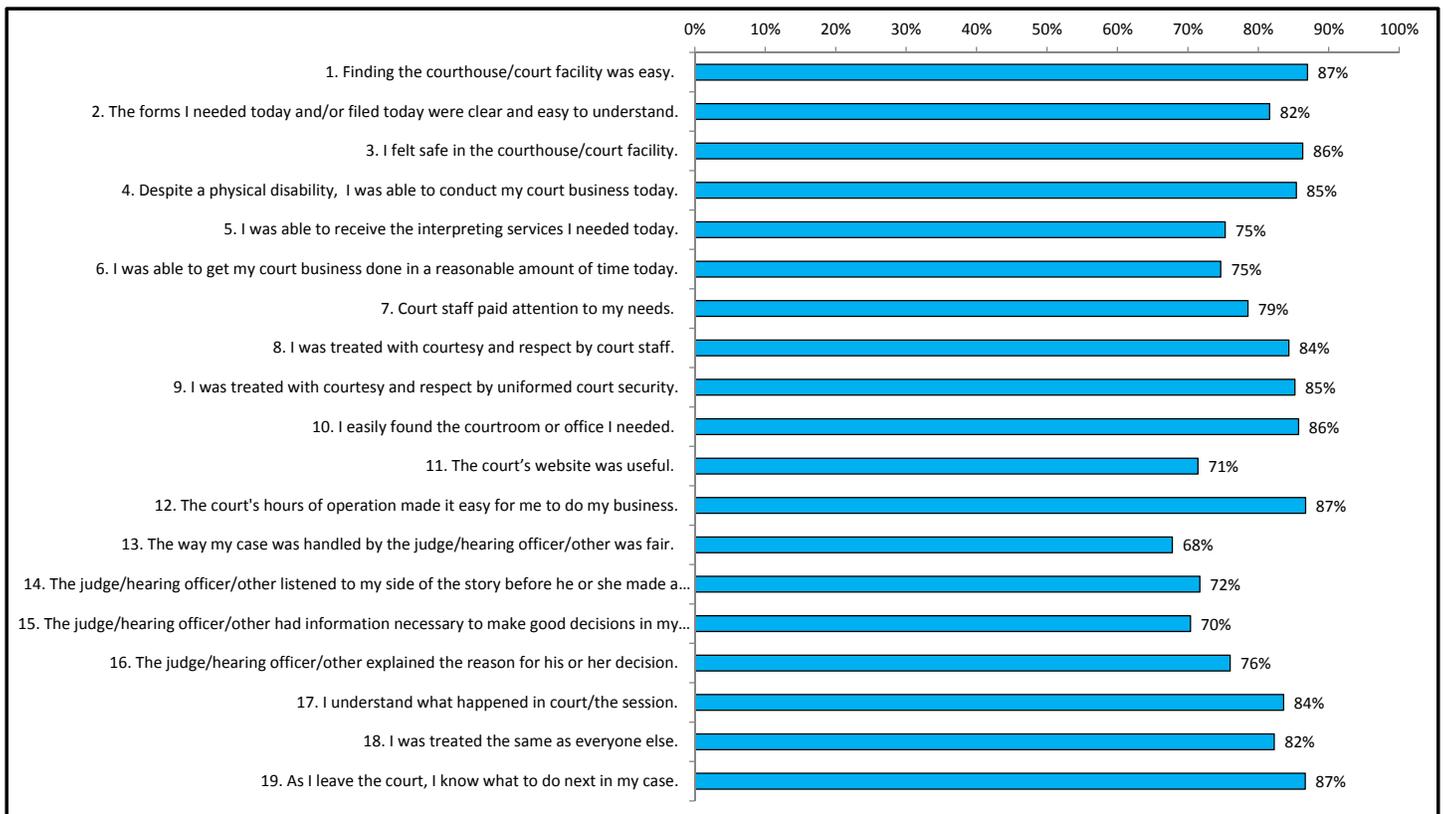
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	6%	7	4%	5	3%	45	27%	102	60%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	6%	5	4%	11	9%	39	31%	63	50%	82%
3. I felt safe in the courthouse/court facility.	12	7%	6	4%	5	3%	42	25%	103	61%	86%
4. Despite a physical disability, I was able to conduct my court business today.	6	7%	1	1%	6	7%	32	36%	44	49%	85%
5. I was able to receive the interpreting services I needed today.	10	12%	5	6%	5	6%	23	28%	38	47%	75%
6. I was able to get my court business done in a reasonable amount of time today.	17	11%	9	6%	12	8%	41	27%	71	47%	75%
7. Court staff paid attention to my needs.	13	9%	11	7%	8	5%	39	26%	78	52%	79%
8. I was treated with courtesy and respect by court staff.	13	8%	6	4%	7	4%	41	25%	99	60%	84%
9. I was treated with courtesy and respect by uniformed court security.	12	7%	6	4%	7	4%	44	26%	100	59%	85%
10. I easily found the courtroom or office I needed.	14	8%	5	3%	5	3%	49	29%	95	57%	86%
11. The court's website was useful.	9	9%	6	6%	13	13%	29	30%	41	42%	71%
12. The court's hours of operation made it easy for me to do my business.	8	5%	6	4%	7	4%	56	35%	81	51%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	7	12%	8	14%	22	37%	18	31%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	8%	3	6%	8	15%	21	40%	17	32%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	7%	2	4%	10	19%	22	41%	16	30%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	10%	2	4%	5	10%	22	44%	16	32%	76%
17. I understand what happened in court/the session.	3	5%	2	3%	5	8%	26	43%	25	41%	84%
18. I was treated the same as everyone else.	2	3%	3	5%	6	10%	24	39%	27	44%	82%
19. As I leave the court, I know what to do next in my case.	3	5%	1	2%	4	7%	25	42%	27	45%	87%

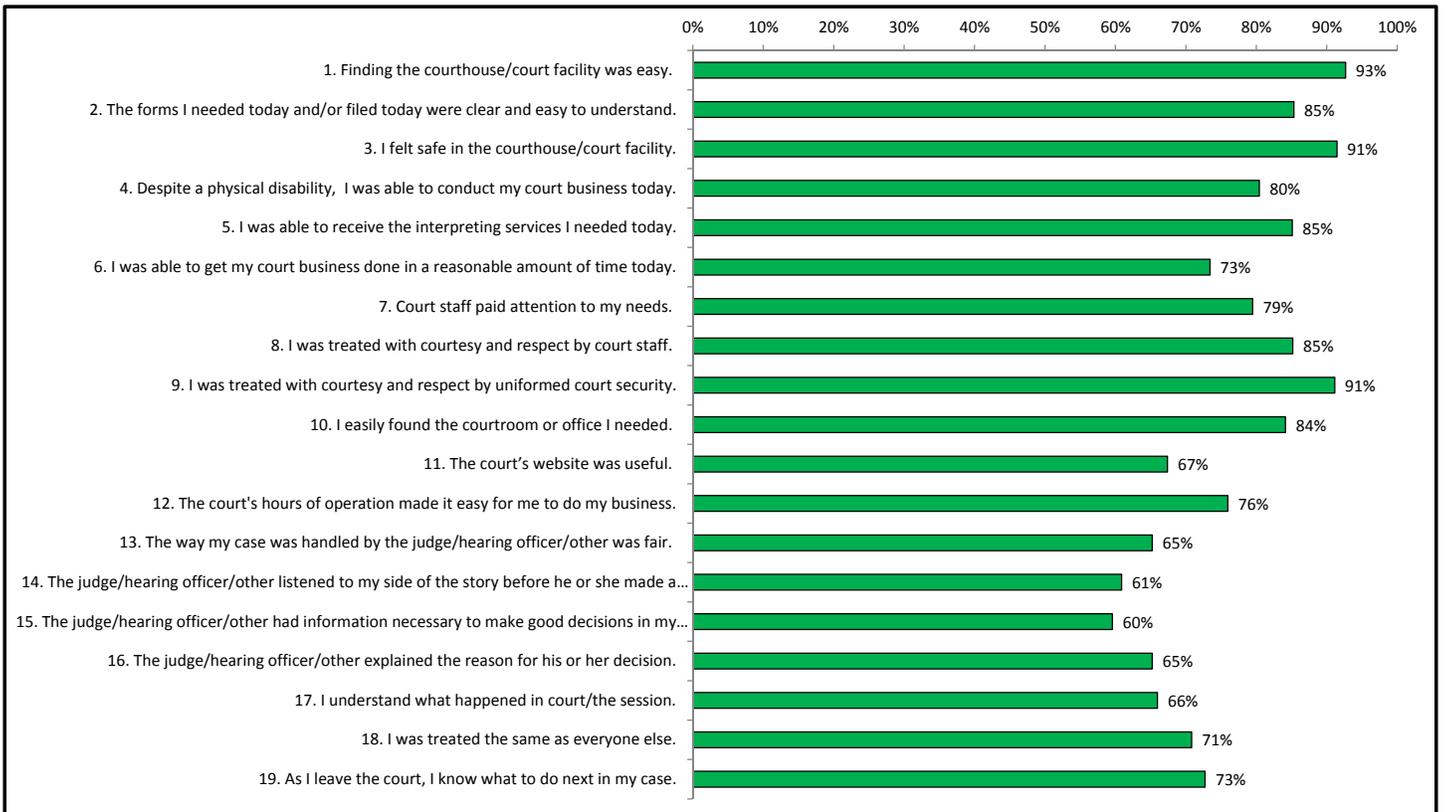
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	5%	1	1%	1	1%	28	34%	48	59%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	3	4%	5	7%	27	36%	37	49%	85%
3. I felt safe in the courthouse/court facility.	4	5%	1	1%	2	2%	22	27%	53	65%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	1	2%	7	15%	18	39%	19	41%	80%
5. I was able to receive the interpreting services I needed today.	2	4%	1	2%	4	9%	16	34%	24	51%	85%
6. I was able to get my court business done in a reasonable amount of time today.	4	5%	9	11%	8	10%	22	28%	36	46%	73%
7. Court staff paid attention to my needs.	6	8%	2	3%	8	10%	23	29%	39	50%	79%
8. I was treated with courtesy and respect by court staff.	5	6%	1	1%	6	7%	21	26%	48	59%	85%
9. I was treated with courtesy and respect by uniformed court security.	4	5%	2	3%	1	1%	25	32%	47	59%	91%
10. I easily found the courtroom or office I needed.	4	5%	4	5%	5	6%	30	37%	39	48%	84%
11. The court's website was useful.	3	7%	4	9%	8	17%	12	26%	19	41%	67%
12. The court's hours of operation made it easy for me to do my business.	6	8%	7	9%	6	8%	20	25%	40	51%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	20%	1	2%	6	13%	15	33%	15	33%	65%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	17%	3	7%	7	15%	12	26%	16	35%	61%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	21%	4	9%	5	11%	12	26%	16	34%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	17%	3	7%	5	11%	16	35%	14	30%	65%
17. I understand what happened in court/the session.	6	13%	4	9%	6	13%	13	28%	18	38%	66%
18. I was treated the same as everyone else.	7	15%	3	6%	4	8%	17	35%	17	35%	71%
19. As I leave the court, I know what to do next in my case.	5	11%	4	9%	3	7%	13	30%	19	43%	73%

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	2%	0	0%	1	2%	16	38%	24	57%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	4%	0	0%	4	17%	9	38%	10	42%	79%
3. I felt safe in the courthouse/court facility.	1	2%	0	0%	3	7%	12	28%	27	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	1	8%	1	8%	2	17%	7	58%	75%
5. I was able to receive the interpreting services I needed today.	2	13%	0	0%	3	20%	5	33%	5	33%	67%
6. I was able to get my court business done in a reasonable amount of time today.	8	19%	6	14%	4	10%	10	24%	14	33%	57%
7. Court staff paid attention to my needs.	3	8%	0	0%	4	10%	11	28%	22	55%	83%
8. I was treated with courtesy and respect by court staff.	2	5%	0	0%	1	2%	12	28%	28	65%	93%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	1	2%	11	27%	27	66%	93%
10. I easily found the courtroom or office I needed.	2	5%	2	5%	3	7%	13	30%	24	55%	84%
11. The court's website was useful.	2	10%	0	0%	3	14%	7	33%	9	43%	76%
12. The court's hours of operation made it easy for me to do my business.	2	5%	3	7%	3	7%	12	29%	21	51%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	4%	2	8%	2	8%	7	27%	14	54%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	4%	1	4%	3	12%	6	23%	15	58%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	8%	1	4%	4	15%	5	19%	14	54%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	4%	1	4%	0	0%	9	36%	14	56%	92%
17. I understand what happened in court/the session.	0	0%	1	4%	1	4%	8	31%	16	62%	92%
18. I was treated the same as everyone else.	0	0%	1	4%	2	8%	6	23%	17	65%	88%
19. As I leave the court, I know what to do next in my case.	2	8%	1	4%	0	0%	8	31%	15	58%	88%

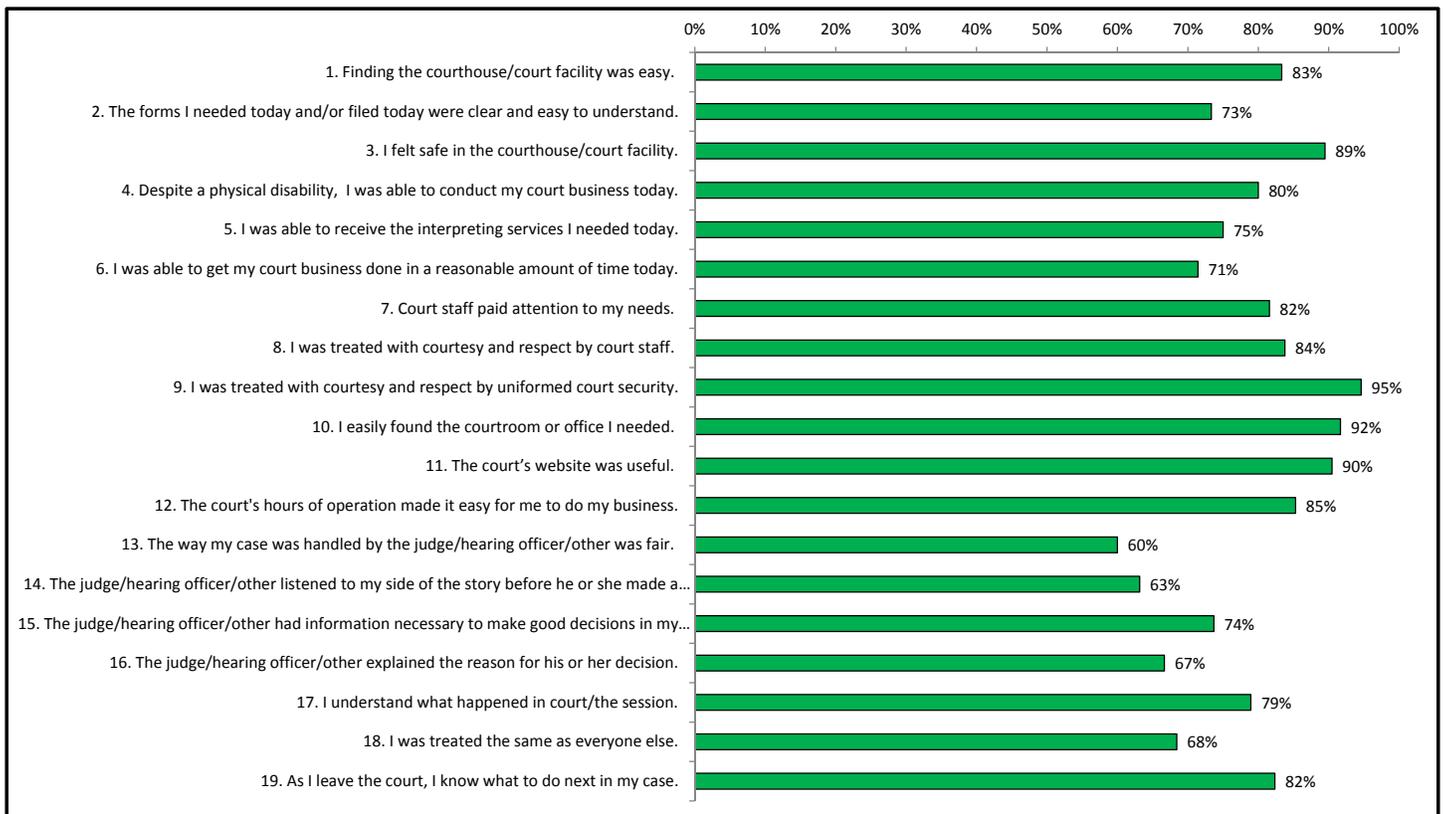
Percent That Agree or Strongly Agree



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.	3	8%	0	0%	3	8%	14	39%	16	44%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	7%	1	3%	5	17%	9	30%	13	43%	73%
3. I felt safe in the courthouse/court facility.	2	5%	0	0%	2	5%	13	34%	21	55%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	5%	3	15%	8	40%	8	40%	80%
5. I was able to receive the interpreting services I needed today.	0	0%	1	6%	3	19%	7	44%	5	31%	75%
6. I was able to get my court business done in a reasonable amount of time today.	2	6%	3	9%	5	14%	8	23%	17	49%	71%
7. Court staff paid attention to my needs.	2	5%	3	8%	2	5%	12	32%	19	50%	82%
8. I was treated with courtesy and respect by court staff.	3	8%	1	3%	2	5%	10	27%	21	57%	84%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	0	0%	14	38%	21	57%	95%
10. I easily found the courtroom or office I needed.	2	6%	0	0%	1	3%	14	39%	19	53%	92%
11. The court's website was useful.	1	5%	0	0%	1	5%	9	43%	10	48%	90%
12. The court's hours of operation made it easy for me to do my business.	1	3%	3	9%	1	3%	14	41%	15	44%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	20%	0	0%	4	20%	3	15%	9	45%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	1	5%	4	21%	3	16%	9	47%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	11%	3	16%	5	26%	9	47%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	4	22%	4	22%	8	44%	67%
17. I understand what happened in court/the session.	1	5%	0	0%	3	16%	5	26%	10	53%	79%
18. I was treated the same as everyone else.	1	5%	0	0%	5	26%	4	21%	9	47%	68%
19. As I leave the court, I know what to do next in my case.	0	0%	1	6%	2	12%	4	24%	10	59%	82%

Percent That Agree or Strongly Agree



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

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

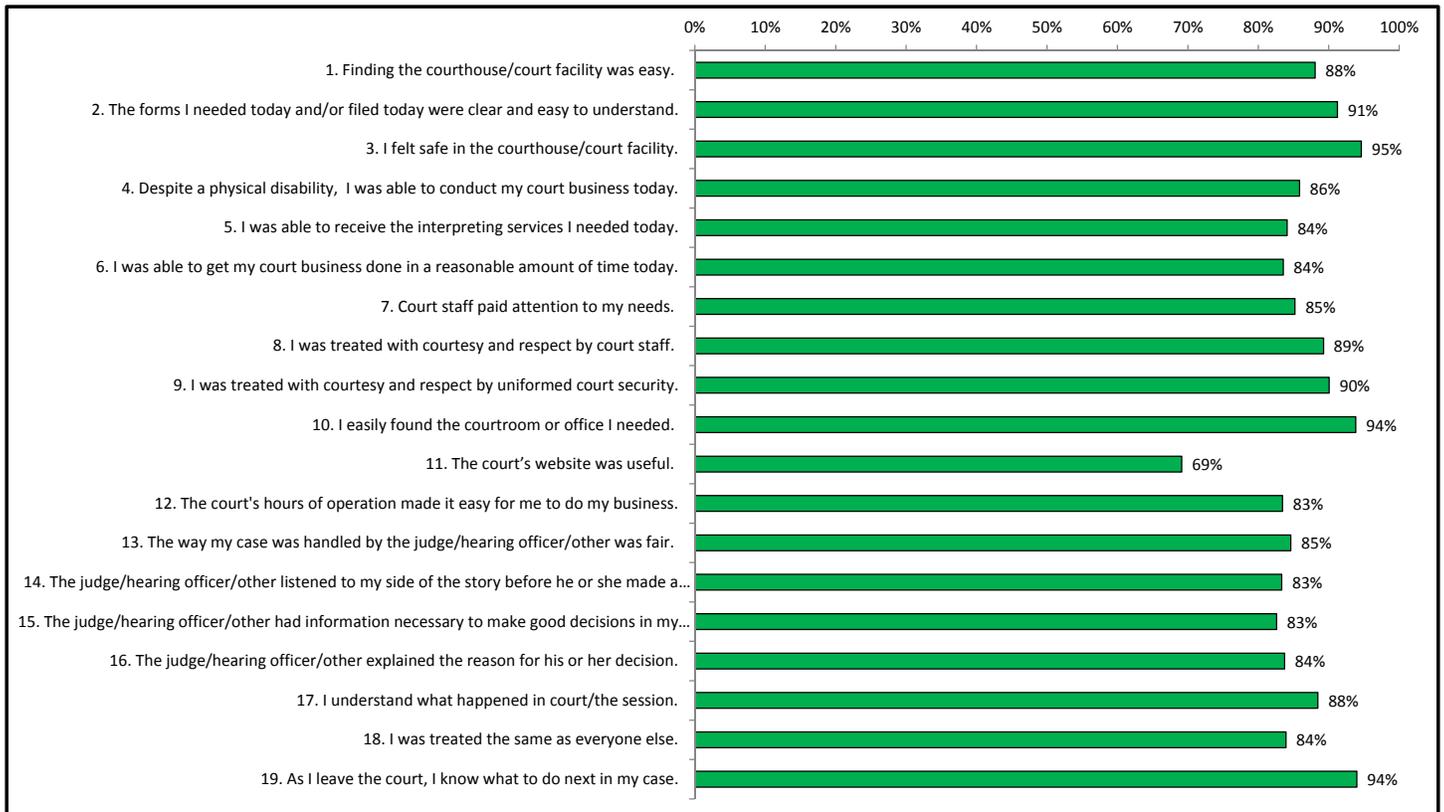
Percent That Agree or Strongly Agree



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.	6	4%	3	2%	9	6%	45	30%	88	58%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	1	1%	7	5%	47	34%	78	57%	91%
3. I felt safe in the courthouse/court facility.	5	3%	1	1%	2	1%	46	31%	95	64%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	3	3%	9	9%	32	32%	53	54%	86%
5. I was able to receive the interpreting services I needed today.	2	2%	2	2%	10	11%	30	34%	44	50%	84%
6. I was able to get my court business done in a reasonable amount of time today.	10	7%	8	5%	6	4%	40	27%	82	56%	84%
7. Court staff paid attention to my needs.	7	5%	4	3%	10	7%	42	30%	79	56%	85%
8. I was treated with courtesy and respect by court staff.	6	4%	1	1%	9	6%	40	27%	93	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	6	4%	2	1%	7	5%	42	28%	94	62%	90%
10. I easily found the courtroom or office I needed.	5	3%	1	1%	3	2%	43	29%	94	64%	94%
11. The court's website was useful.	1	1%	4	5%	20	25%	18	22%	38	47%	69%
12. The court's hours of operation made it easy for me to do my business.	5	3%	6	4%	13	9%	48	33%	73	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	2%	5	10%	2	4%	19	37%	25	48%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	3	6%	4	8%	17	35%	23	48%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	2%	2	4%	5	11%	18	39%	20	43%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2%	1	2%	5	12%	16	37%	20	47%	84%
17. I understand what happened in court/the session.	1	2%	1	2%	4	8%	20	38%	26	50%	88%
18. I was treated the same as everyone else.	2	4%	0	0%	7	13%	19	34%	28	50%	84%
19. As I leave the court, I know what to do next in my case.	1	2%	1	2%	1	2%	20	40%	27	54%	94%

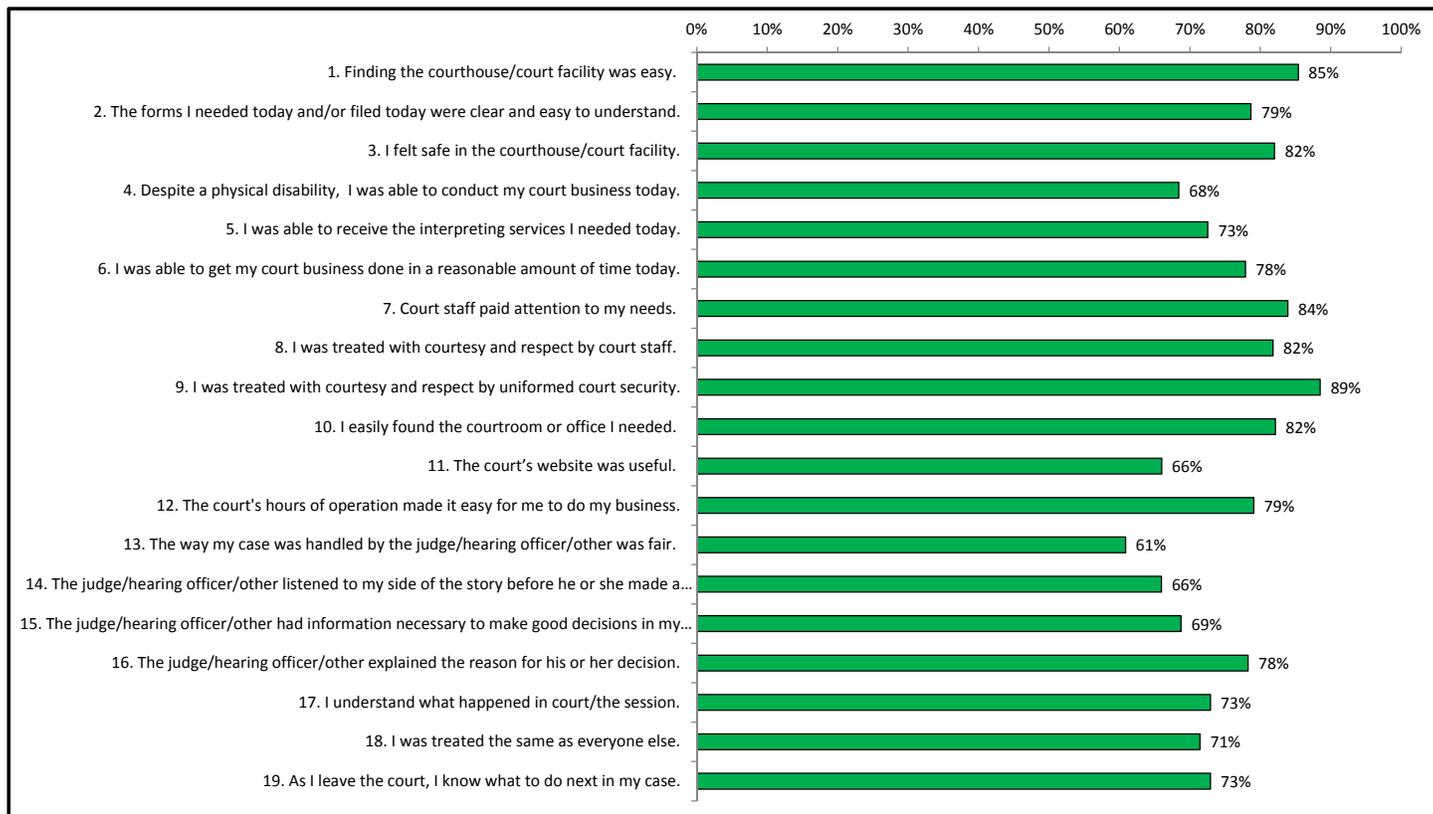
Percent That Agree or Strongly Agree



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.	8	9%	3	3%	2	2%	31	35%	45	51%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	8%	4	5%	6	8%	32	43%	27	36%	79%
3. I felt safe in the courthouse/court facility.	9	10%	1	1%	6	7%	23	26%	50	56%	82%
4. Despite a physical disability, I was able to conduct my court business today.	7	12%	3	5%	8	14%	20	35%	19	33%	68%
5. I was able to receive the interpreting services I needed today.	6	12%	2	4%	6	12%	17	33%	20	39%	73%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	3	3%	8	9%	27	31%	40	47%	78%
7. Court staff paid attention to my needs.	6	7%	4	5%	4	5%	29	33%	44	51%	84%
8. I was treated with courtesy and respect by court staff.	6	7%	4	5%	6	7%	24	27%	48	55%	82%
9. I was treated with courtesy and respect by uniformed court security.	6	7%	3	3%	1	1%	25	29%	52	60%	89%
10. I easily found the courtroom or office I needed.	8	10%	2	2%	5	6%	26	31%	43	51%	82%
11. The court's website was useful.	2	4%	3	6%	12	24%	16	32%	17	34%	66%
12. The court's hours of operation made it easy for me to do my business.	6	7%	5	6%	7	8%	30	35%	38	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	17%	4	9%	6	13%	13	28%	15	33%	61%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	15%	4	9%	5	11%	15	32%	16	34%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	13%	5	10%	4	8%	15	31%	18	38%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	11%	3	7%	2	4%	16	35%	20	43%	78%
17. I understand what happened in court/the session.	5	10%	2	4%	6	13%	16	33%	19	40%	73%
18. I was treated the same as everyone else.	6	12%	4	8%	4	8%	16	33%	19	39%	71%
19. As I leave the court, I know what to do next in my case.	4	8%	4	8%	5	10%	15	31%	20	42%	73%

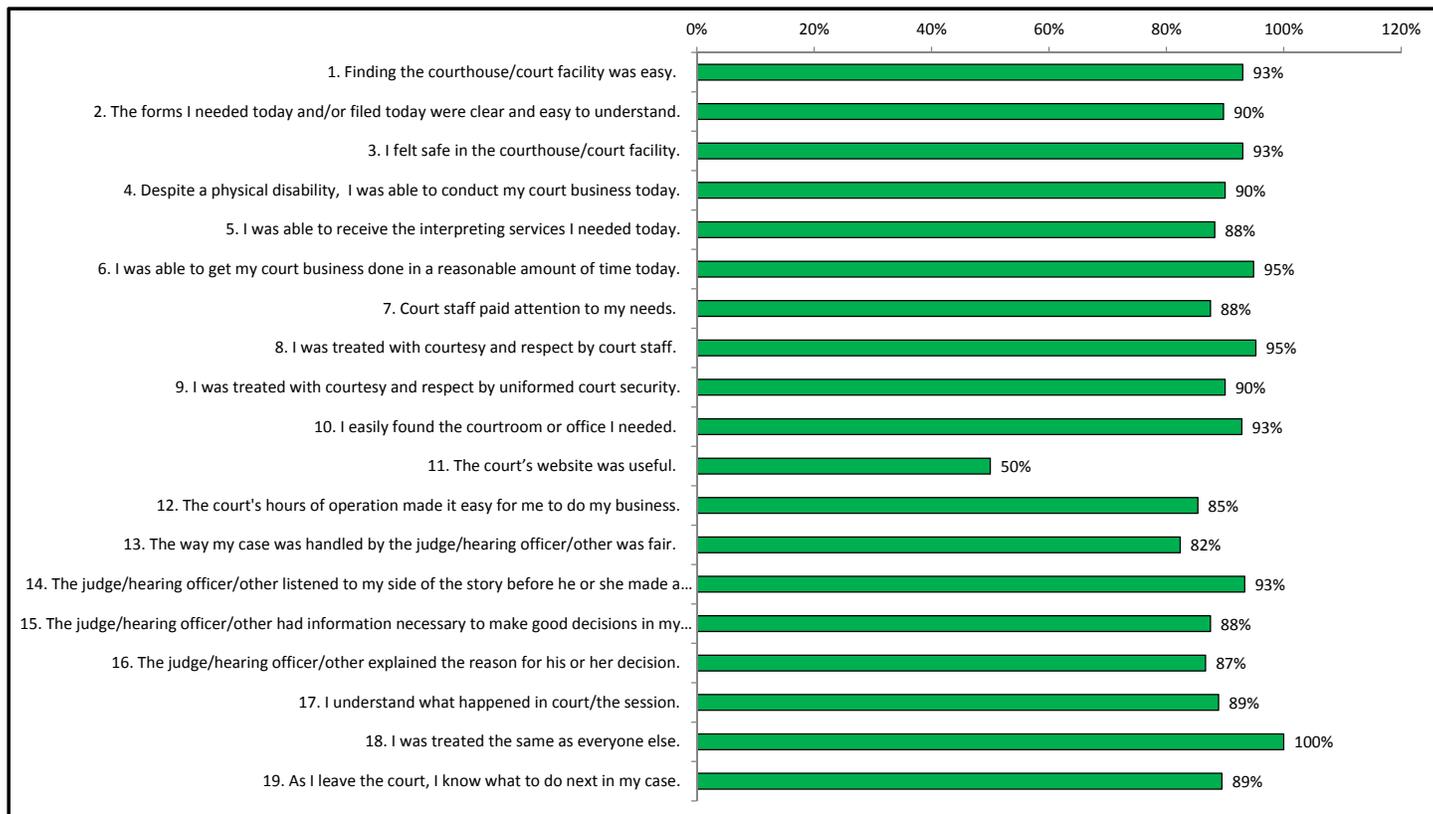
Percent That Agree or Strongly Agree



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%	2	5%	1	2%	17	40%	23	53%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	1	3%	2	5%	18	46%	17	44%	90%
3. I felt safe in the courthouse/court facility.	2	5%	1	2%	0	0%	19	44%	21	49%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	0	0%	1	5%	8	40%	10	50%	90%
5. I was able to receive the interpreting services I needed today.	1	6%	0	0%	1	6%	9	53%	6	35%	88%
6. I was able to get my court business done in a reasonable amount of time today.	1	3%	1	3%	0	0%	21	54%	16	41%	95%
7. Court staff paid attention to my needs.	1	3%	1	3%	3	8%	18	45%	17	43%	88%
8. I was treated with courtesy and respect by court staff.	1	2%	0	0%	1	2%	20	48%	20	48%	95%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	3	8%	19	48%	17	43%	90%
10. I easily found the courtroom or office I needed.	1	2%	0	0%	2	5%	18	43%	21	50%	93%
11. The court's website was useful.	1	6%	0	0%	8	44%	7	39%	2	11%	50%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	2%	5	12%	22	54%	13	32%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	0	0%	3	18%	6	35%	8	47%	82%
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	7%	9	60%	5	33%	93%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	2	13%	9	56%	5	31%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	2	13%	8	53%	5	33%	87%
17. I understand what happened in court/the session.	0	0%	1	6%	1	6%	8	44%	8	44%	89%
18. I was treated the same as everyone else.	0	0%	0	0%	0	0%	11	61%	7	39%	100%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	2	11%	10	53%	7	37%	89%

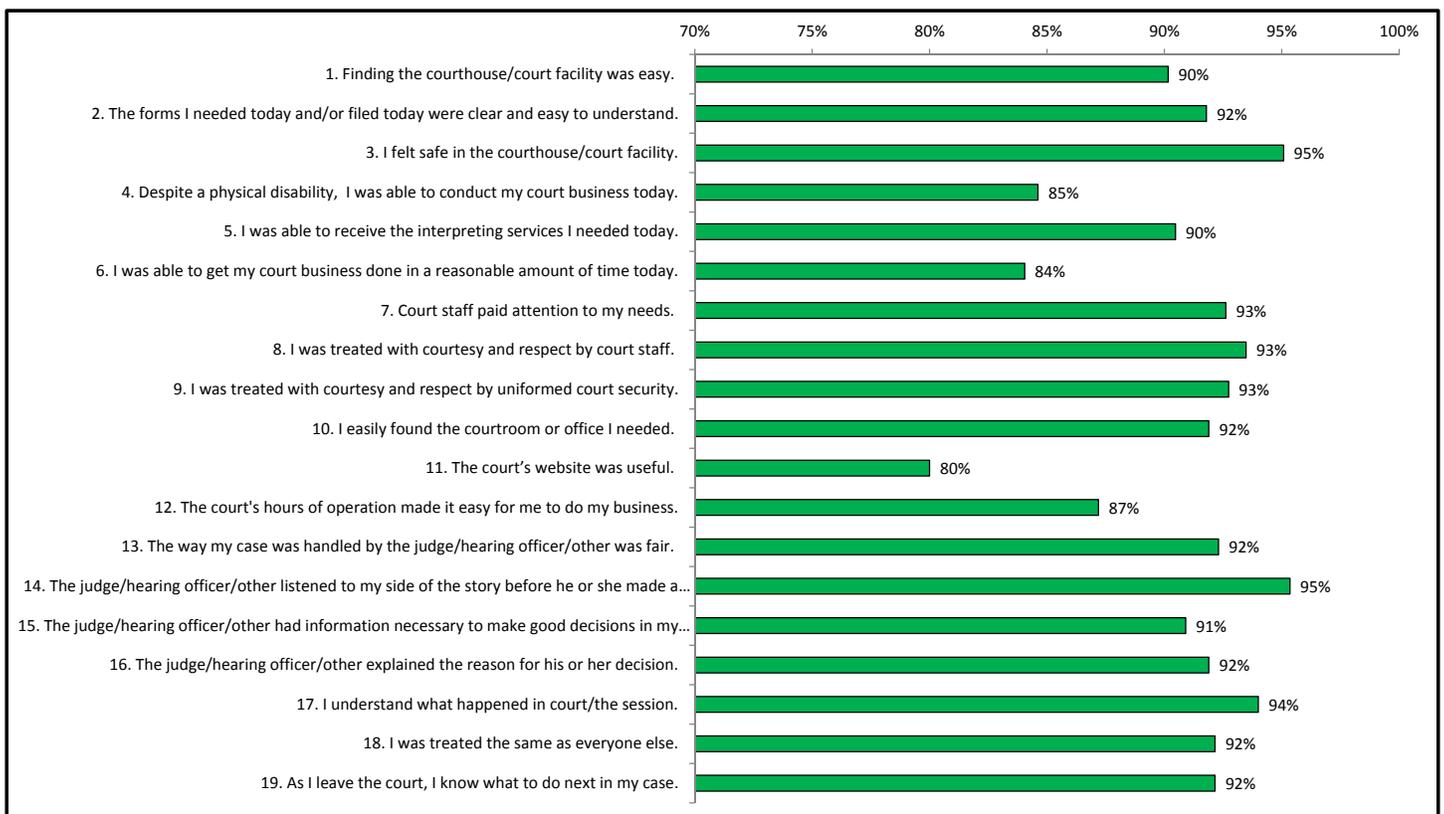
Percent That Agree or Strongly Agree



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.	7	4%	6	3%	5	3%	54	30%	111	61%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	2%	0	0%	8	6%	48	36%	75	56%	92%
3. I felt safe in the courthouse/court facility.	3	2%	3	2%	3	2%	54	30%	120	66%	95%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	0	0%	7	13%	12	23%	32	62%	85%
5. I was able to receive the interpreting services I needed today.	2	5%	0	0%	2	5%	12	29%	26	62%	90%
6. I was able to get my court business done in a reasonable amount of time today.	7	4%	3	2%	16	10%	55	34%	82	50%	84%
7. Court staff paid attention to my needs.	5	3%	2	1%	6	3%	53	30%	110	63%	93%
8. I was treated with courtesy and respect by court staff.	6	3%	2	1%	4	2%	41	22%	131	71%	93%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	1	1%	6	3%	45	25%	121	68%	93%
10. I easily found the courtroom or office I needed.	5	3%	1	1%	9	5%	54	29%	116	63%	92%
11. The court's website was useful.	7	7%	1	1%	12	12%	32	32%	48	48%	80%
12. The court's hours of operation made it easy for me to do my business.	3	2%	8	5%	10	6%	43	26%	100	61%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	2%	1	2%	2	4%	16	31%	32	62%	92%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	0	0%	1	2%	13	30%	28	65%	95%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	5%	0	0%	2	5%	12	27%	28	64%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	0	0%	2	5%	10	27%	24	65%	92%
17. I understand what happened in court/the session.	1	2%	1	2%	1	2%	13	26%	34	68%	94%
18. I was treated the same as everyone else.	1	2%	1	2%	2	4%	11	22%	36	71%	92%
19. As I leave the court, I know what to do next in my case.	1	2%	1	2%	2	4%	12	24%	35	69%	92%

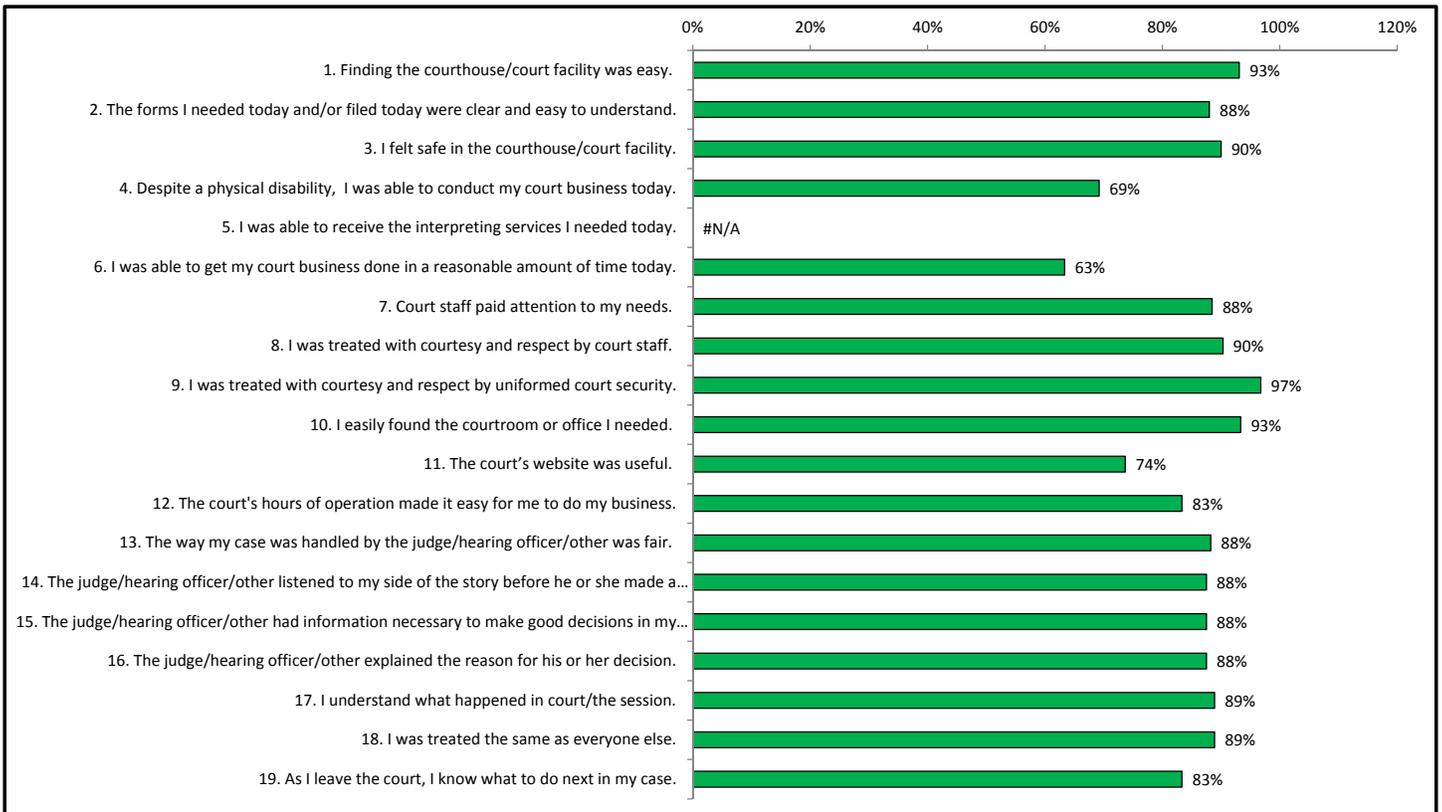
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	2	7%	10	34%	17	59%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	4%	2	8%	12	48%	10	40%	88%
3. I felt safe in the courthouse/court facility.	1	3%	1	3%	1	3%	9	30%	18	60%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	15%	2	15%	0	0%	5	38%	4	31%	69%
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	2	7%	7	23%	2	7%	12	40%	7	23%	63%
7. Court staff paid attention to my needs.	1	4%	0	0%	2	8%	13	50%	10	38%	88%
8. I was treated with courtesy and respect by court staff.	0	0%	1	3%	2	6%	13	42%	15	48%	90%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	3%	0	0%	12	39%	18	58%	97%
10. I easily found the courtroom or office I needed.	1	3%	0	0%	1	3%	13	43%	15	50%	93%
11. The court's website was useful.	1	5%	1	5%	3	16%	9	47%	5	26%	74%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	3	10%	15	50%	10	33%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	2	12%	0	0%	12	71%	3	18%	88%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	13%	0	0%	11	69%	3	19%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	2	13%	10	63%	4	25%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	0	0%	10	63%	4	25%	88%
17. I understand what happened in court/the session.	1	6%	0	0%	1	6%	11	61%	5	28%	89%
18. I was treated the same as everyone else.	0	0%	1	6%	1	6%	11	61%	5	28%	89%
19. As I leave the court, I know what to do next in my case.	1	6%	0	0%	2	11%	10	56%	5	28%	83%

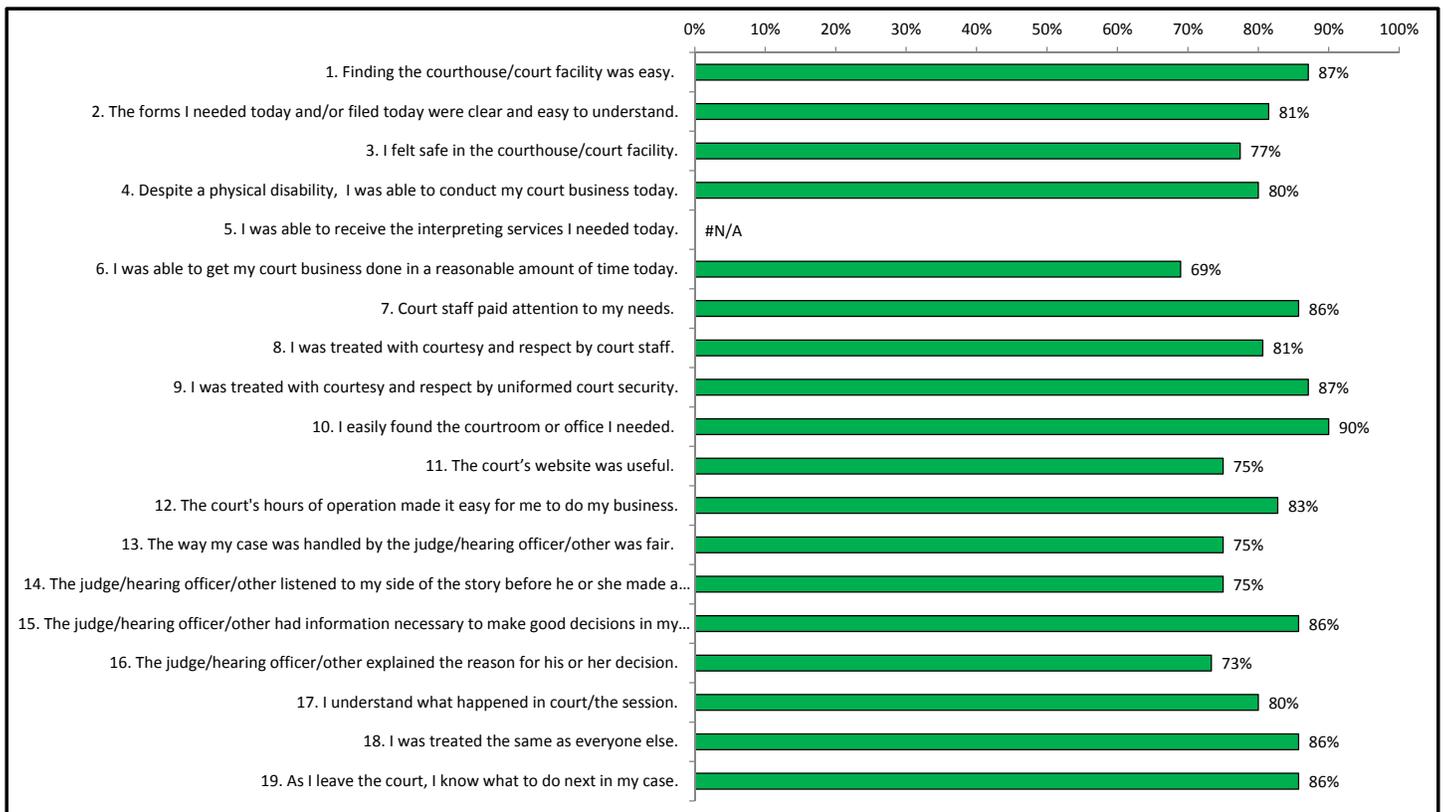
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	3%	2	6%	1	3%	9	29%	18	58%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	11%	0	0%	2	7%	10	37%	12	44%	81%
3. I felt safe in the courthouse/court facility.	2	6%	1	3%	4	13%	8	26%	16	52%	77%
4. Despite a physical disability, I was able to conduct my court business today.	1	7%	0	0%	2	13%	3	20%	9	60%	80%
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	5	17%	1	3%	3	10%	10	34%	10	34%	69%
7. Court staff paid attention to my needs.	2	7%	0	0%	2	7%	9	32%	15	54%	86%
8. I was treated with courtesy and respect by court staff.	1	3%	3	10%	2	6%	8	26%	17	55%	81%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	2	6%	2	6%	10	32%	17	55%	87%
10. I easily found the courtroom or office I needed.	2	7%	1	3%	0	0%	10	33%	17	57%	90%
11. The court's website was useful.	0	0%	0	0%	3	25%	1	8%	8	67%	75%
12. The court's hours of operation made it easy for me to do my business.	2	7%	0	0%	3	10%	10	34%	14	48%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	19%	0	0%	1	6%	5	31%	7	44%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	19%	0	0%	1	6%	4	25%	8	50%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	7%	0	0%	1	7%	4	29%	8	57%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	0	0%	2	13%	3	20%	8	53%	73%
17. I understand what happened in court/the session.	1	7%	0	0%	2	13%	3	20%	9	60%	80%
18. I was treated the same as everyone else.	2	14%	0	0%	0	0%	3	21%	9	64%	86%
19. As I leave the court, I know what to do next in my case.	1	7%	1	7%	0	0%	3	21%	9	64%	86%

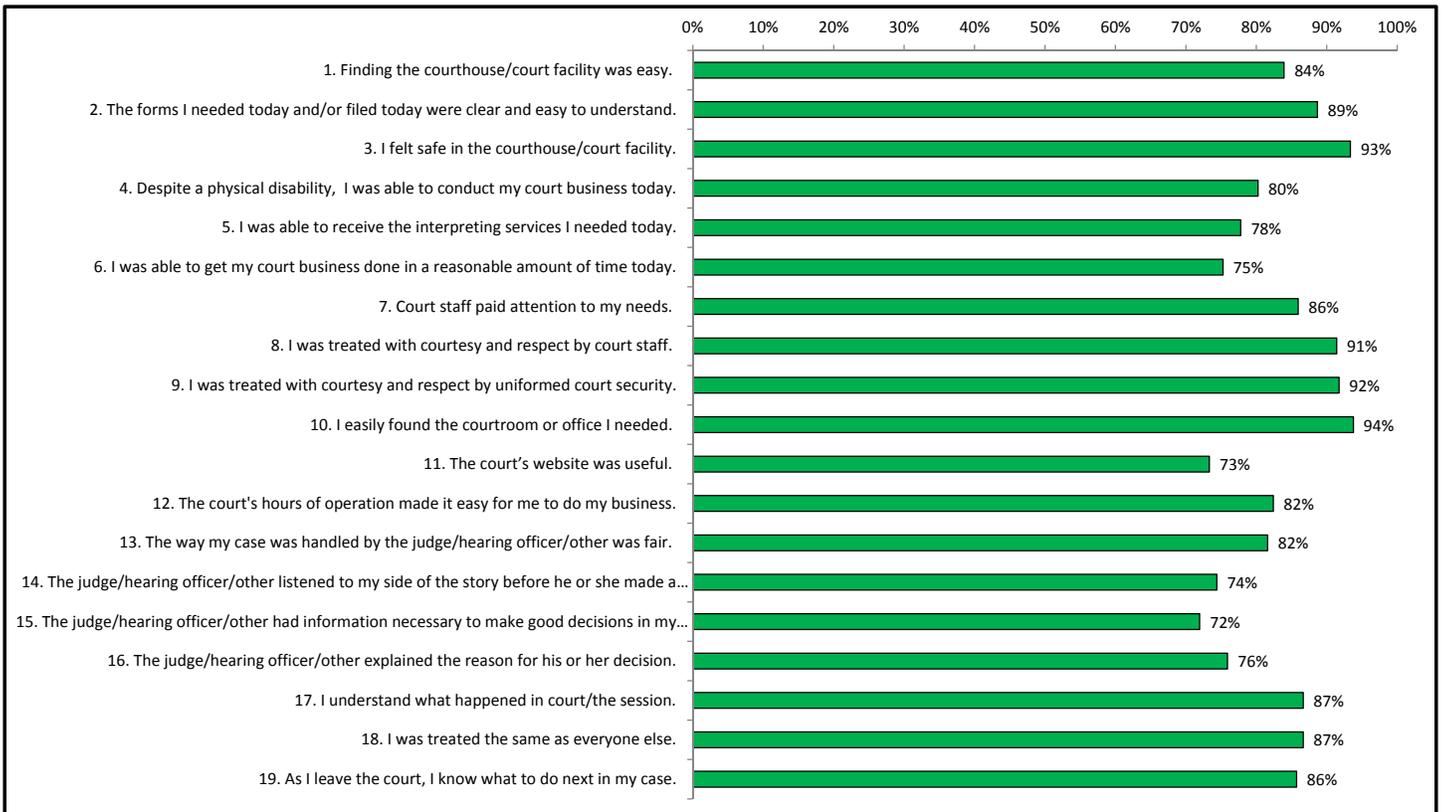
Percent That Agree or Strongly Agree



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.	8	4%	11	6%	12	6%	74	38%	88	46%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	3	2%	11	7%	67	40%	82	49%	89%
3. I felt safe in the courthouse/court facility.	6	3%	2	1%	5	3%	57	29%	126	64%	93%
4. Despite a physical disability, I was able to conduct my court business today.	6	7%	3	4%	7	9%	30	37%	35	43%	80%
5. I was able to receive the interpreting services I needed today.	2	3%	7	11%	5	8%	29	46%	20	32%	78%
6. I was able to get my court business done in a reasonable amount of time today.	14	8%	17	9%	14	8%	59	32%	78	43%	75%
7. Court staff paid attention to my needs.	10	5%	9	5%	8	4%	63	33%	102	53%	86%
8. I was treated with courtesy and respect by court staff.	7	4%	2	1%	8	4%	62	31%	119	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	8	4%	2	1%	6	3%	56	29%	122	63%	92%
10. I easily found the courtroom or office I needed.	6	3%	2	1%	4	2%	66	34%	115	60%	94%
11. The court's website was useful.	3	3%	3	3%	22	21%	34	32%	43	41%	73%
12. The court's hours of operation made it easy for me to do my business.	6	3%	6	3%	20	11%	62	34%	88	48%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	6%	2	2%	9	10%	33	38%	38	44%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	5%	8	10%	9	11%	28	34%	33	40%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	7%	2	2%	15	18%	28	34%	31	38%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	6%	3	4%	12	14%	31	37%	32	39%	76%
17. I understand what happened in court/the session.	3	3%	2	2%	7	8%	37	41%	41	46%	87%
18. I was treated the same as everyone else.	4	4%	3	3%	5	6%	38	42%	40	44%	87%
19. As I leave the court, I know what to do next in my case.	4	5%	3	4%	5	6%	29	35%	43	51%	86%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	4%	5	3%	6	3%	74	38%	101	52%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	3	2%	15	9%	60	38%	74	47%	84%
3. I felt safe in the courthouse/court facility.	10	5%	4	2%	9	5%	53	28%	113	60%	88%
4. Despite a physical disability, I was able to conduct my court business today.	6	6%	3	3%	10	10%	39	37%	47	45%	82%
5. I was able to receive the interpreting services I needed today.	9	10%	2	2%	9	10%	32	35%	40	43%	78%
6. I was able to get my court business done in a reasonable amount of time today.	15	9%	8	5%	13	8%	59	35%	73	43%	79%
7. Court staff paid attention to my needs.	11	6%	8	5%	13	8%	55	32%	83	49%	81%
8. I was treated with courtesy and respect by court staff.	9	5%	8	4%	10	5%	53	28%	107	57%	86%
9. I was treated with courtesy and respect by uniformed court security.	10	5%	4	2%	4	2%	62	33%	110	58%	91%
10. I easily found the courtroom or office I needed.	8	4%	6	3%	4	2%	65	35%	104	56%	90%
11. The court's website was useful.	7	6%	2	2%	19	18%	35	32%	45	42%	74%
12. The court's hours of operation made it easy for me to do my business.	9	5%	6	4%	10	6%	64	38%	80	47%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	5	9%	3	5%	21	36%	26	45%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	6%	4	8%	5	9%	18	34%	23	43%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	5	9%	3	5%	21	37%	25	44%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	6%	2	4%	3	6%	22	42%	23	43%	85%
17. I understand what happened in court/the session.	4	6%	2	3%	2	3%	25	40%	29	47%	87%
18. I was treated the same as everyone else.	3	5%	2	3%	3	5%	24	37%	33	51%	88%
19. As I leave the court, I know what to do next in my case.	3	5%	2	3%	4	6%	22	35%	31	50%	85%

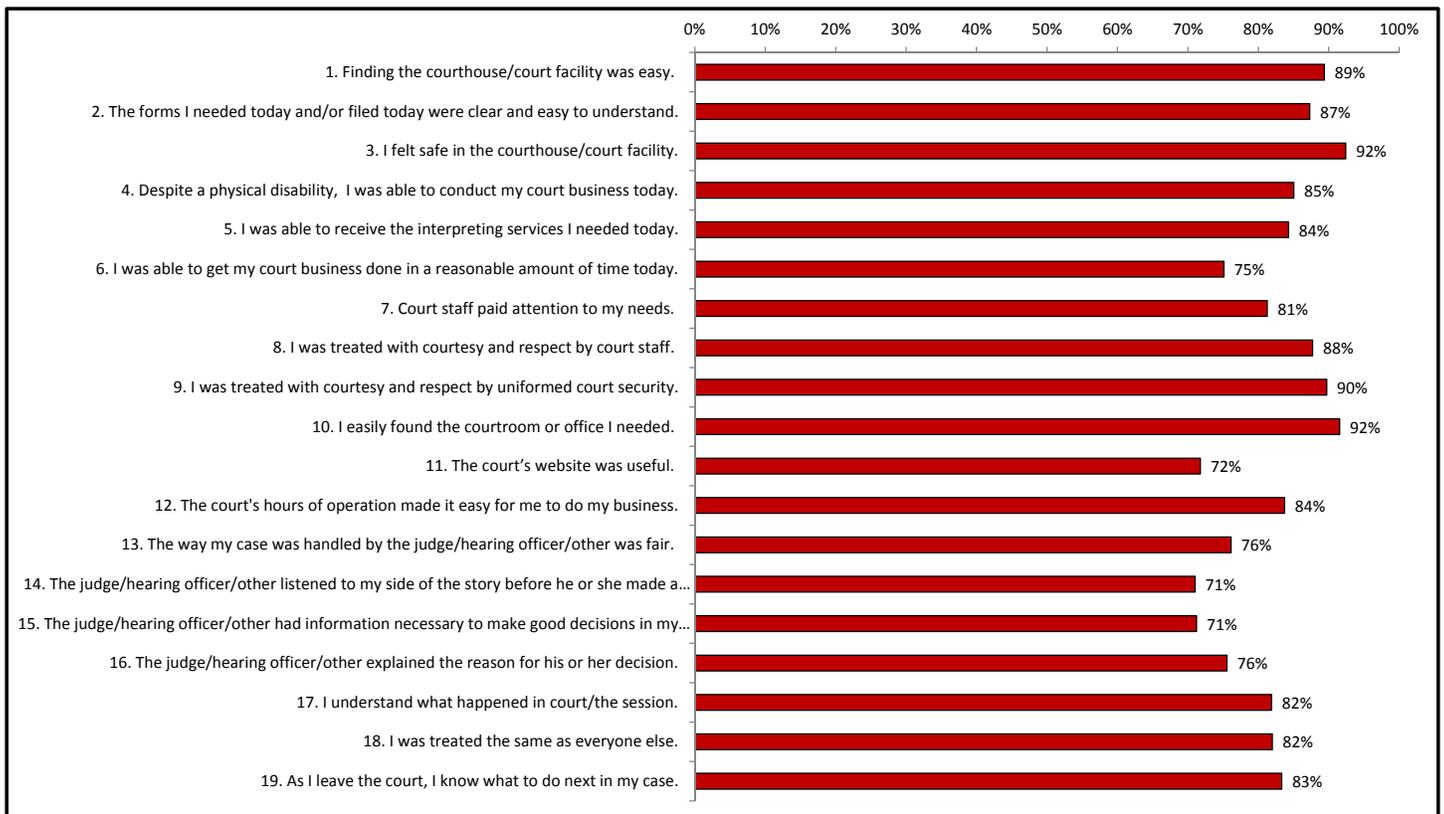
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	3%	9	4%	8	4%	81	36%	121	54%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	5	3%	12	6%	76	39%	96	49%	87%
3. I felt safe in the courthouse/court facility.	9	4%	3	1%	5	2%	75	33%	132	59%	92%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	5	3%	9	6%	50	34%	75	51%	85%
5. I was able to receive the interpreting services I needed today.	5	4%	7	6%	7	6%	49	40%	53	44%	84%
6. I was able to get my court business done in a reasonable amount of time today.	22	10%	20	9%	13	6%	76	34%	90	41%	75%
7. Court staff paid attention to my needs.	15	7%	9	4%	17	8%	77	35%	101	46%	81%
8. I was treated with courtesy and respect by court staff.	10	4%	5	2%	13	6%	78	34%	122	54%	88%
9. I was treated with courtesy and respect by uniformed court security.	11	5%	5	2%	7	3%	82	37%	119	53%	90%
10. I easily found the courtroom or office I needed.	8	4%	4	2%	7	3%	87	39%	119	53%	92%
11. The court's website was useful.	8	6%	9	7%	18	15%	35	28%	54	44%	72%
12. The court's hours of operation made it easy for me to do my business.	8	4%	9	4%	18	8%	86	40%	94	44%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	8%	10	6%	14	9%	61	39%	57	37%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	6%	13	9%	20	14%	53	37%	50	34%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	6%	9	6%	23	17%	58	42%	41	29%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	7%	5	4%	18	13%	61	45%	41	30%	76%
17. I understand what happened in court/the session.	8	5%	5	3%	14	9%	63	42%	59	40%	82%
18. I was treated the same as everyone else.	7	5%	4	3%	16	11%	60	40%	63	42%	82%
19. As I leave the court, I know what to do next in my case.	7	5%	5	3%	12	8%	50	35%	70	49%	83%

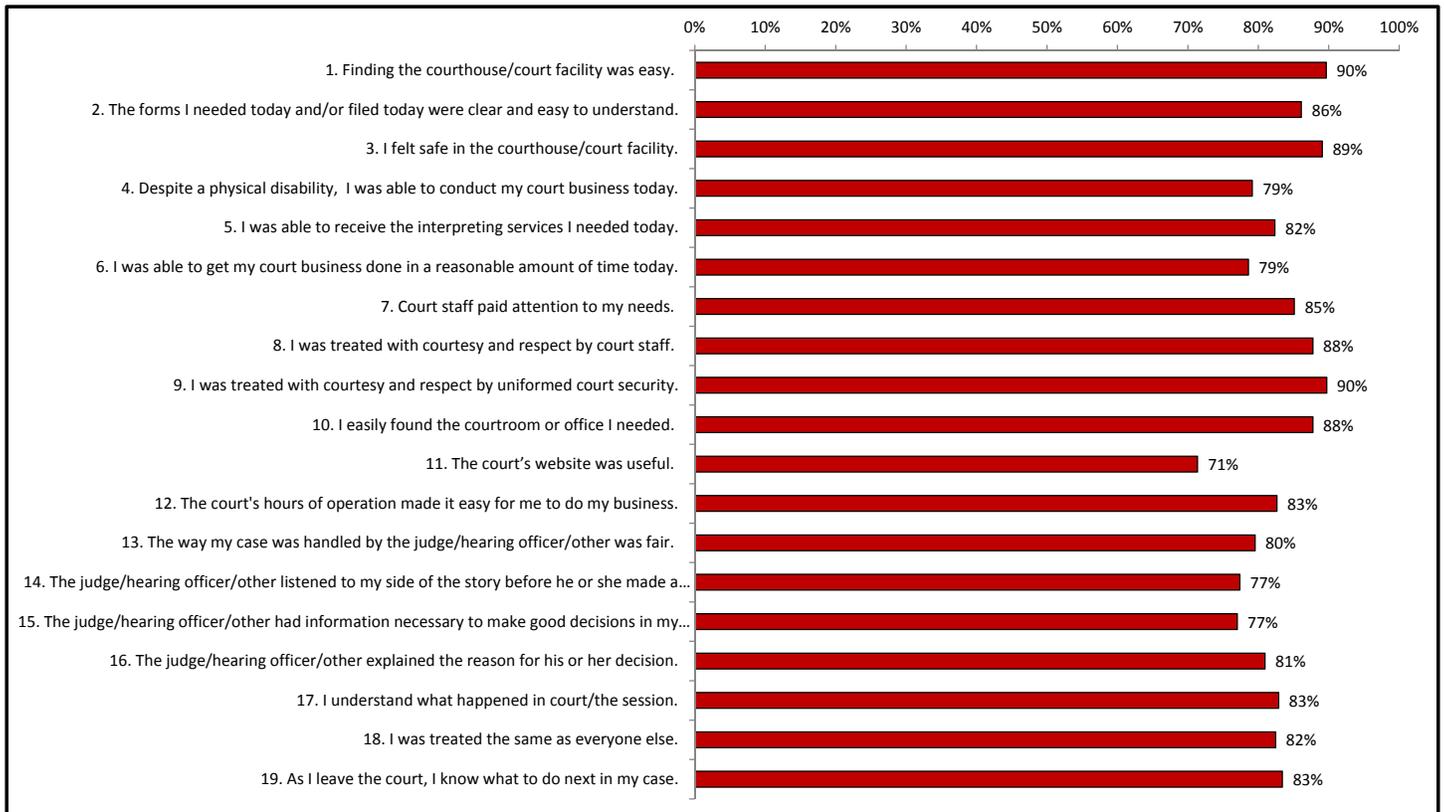
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	20	5%	10	2%	12	3%	142	35%	222	55%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	15	4%	11	3%	24	7%	137	38%	173	48%	86%
3. I felt safe in the courthouse/court facility.	22	5%	9	2%	13	3%	109	27%	250	62%	89%
4. Despite a physical disability, I was able to conduct my court business today.	14	6%	5	2%	30	13%	77	33%	109	46%	79%
5. I was able to receive the interpreting services I needed today.	13	6%	4	2%	19	9%	72	35%	96	47%	82%
6. I was able to get my court business done in a reasonable amount of time today.	27	7%	27	7%	29	7%	116	30%	189	49%	79%
7. Court staff paid attention to my needs.	23	6%	11	3%	23	6%	119	31%	207	54%	85%
8. I was treated with courtesy and respect by court staff.	19	5%	13	3%	17	4%	104	26%	247	62%	88%
9. I was treated with courtesy and respect by uniformed court security.	18	5%	9	2%	14	4%	117	29%	241	60%	90%
10. I easily found the courtroom or office I needed.	20	5%	8	2%	21	5%	123	31%	228	57%	88%
11. The court's website was useful.	11	5%	5	2%	49	22%	71	31%	91	40%	71%
12. The court's hours of operation made it easy for me to do my business.	18	5%	17	4%	32	8%	129	33%	190	49%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	9%	8	4%	13	7%	64	35%	80	44%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	16	10%	8	5%	14	8%	56	33%	74	44%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	18	10%	10	6%	12	7%	58	33%	76	44%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	7%	8	5%	12	7%	64	38%	72	43%	81%
17. I understand what happened in court/the session.	11	6%	9	5%	12	6%	67	36%	88	47%	83%
18. I was treated the same as everyone else.	14	7%	10	5%	10	5%	67	35%	93	48%	82%
19. As I leave the court, I know what to do next in my case.	12	7%	7	4%	11	6%	66	36%	85	47%	83%

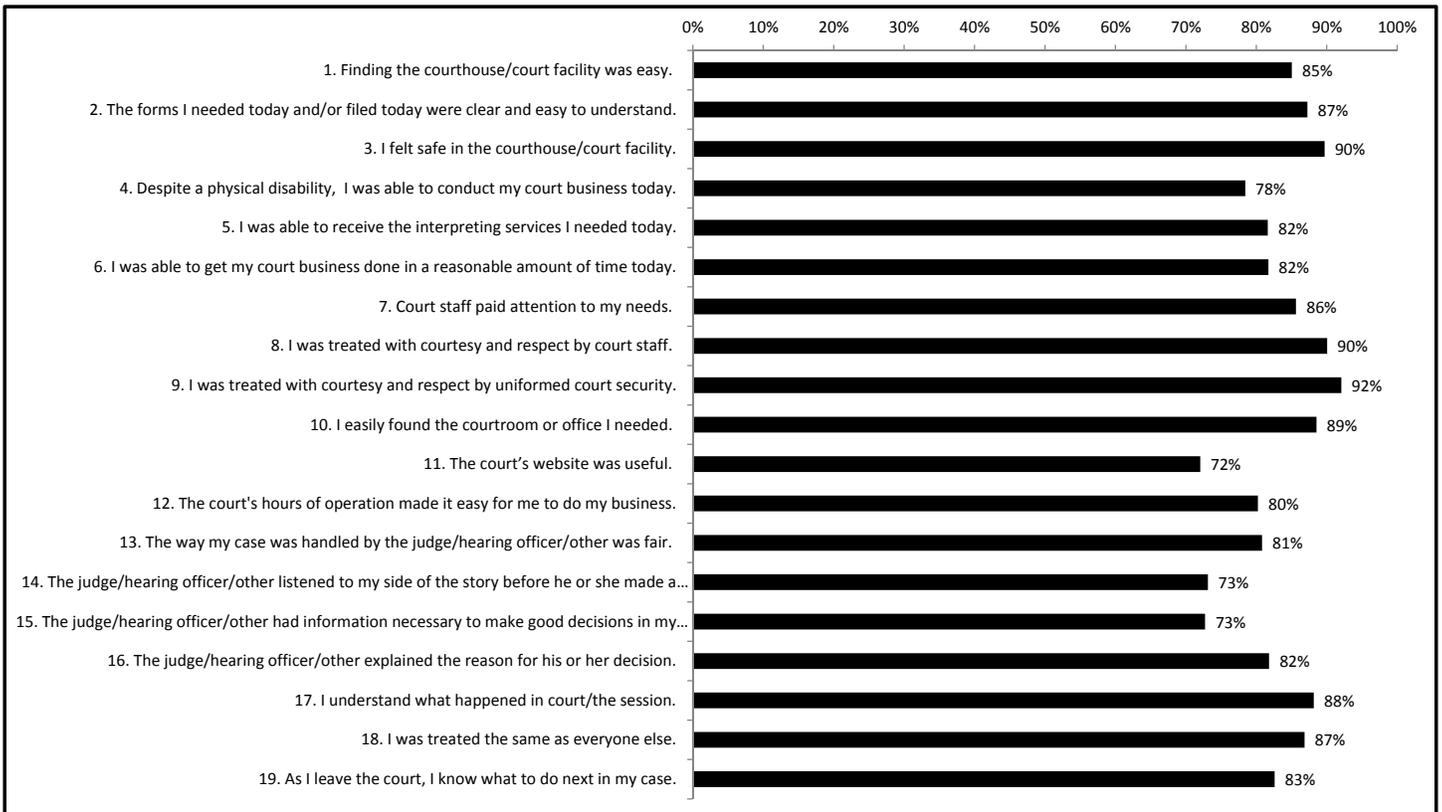
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	3%	11	6%	13	7%	77	40%	88	45%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	4	3%	10	6%	64	41%	73	46%	87%
3. I felt safe in the courthouse/court facility.	7	4%	3	2%	10	5%	56	29%	118	61%	90%
4. Despite a physical disability, I was able to conduct my court business today.	7	7%	2	2%	13	13%	37	36%	43	42%	78%
5. I was able to receive the interpreting services I needed today.	7	7%	4	4%	7	7%	40	41%	40	41%	82%
6. I was able to get my court business done in a reasonable amount of time today.	9	5%	11	6%	12	7%	66	38%	77	44%	82%
7. Court staff paid attention to my needs.	9	5%	3	2%	14	8%	64	35%	91	50%	86%
8. I was treated with courtesy and respect by court staff.	8	4%	4	2%	7	4%	56	29%	116	61%	90%
9. I was treated with courtesy and respect by uniformed court security.	8	4%	2	1%	5	3%	57	30%	117	62%	92%
10. I easily found the courtroom or office I needed.	8	4%	5	3%	9	5%	64	33%	106	55%	89%
11. The court's website was useful.	7	6%	4	3%	22	19%	40	34%	45	38%	72%
12. The court's hours of operation made it easy for me to do my business.	7	4%	6	3%	21	12%	61	35%	77	45%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	5%	4	5%	6	8%	29	40%	30	41%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	7%	4	6%	9	13%	26	39%	23	34%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	5	8%	10	15%	25	38%	23	35%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	6%	3	5%	5	8%	29	44%	25	38%	82%
17. I understand what happened in court/the session.	4	5%	2	3%	3	4%	34	45%	33	43%	88%
18. I was treated the same as everyone else.	3	4%	4	5%	3	4%	34	45%	32	42%	87%
19. As I leave the court, I know what to do next in my case.	4	6%	1	1%	7	10%	23	33%	34	49%	83%

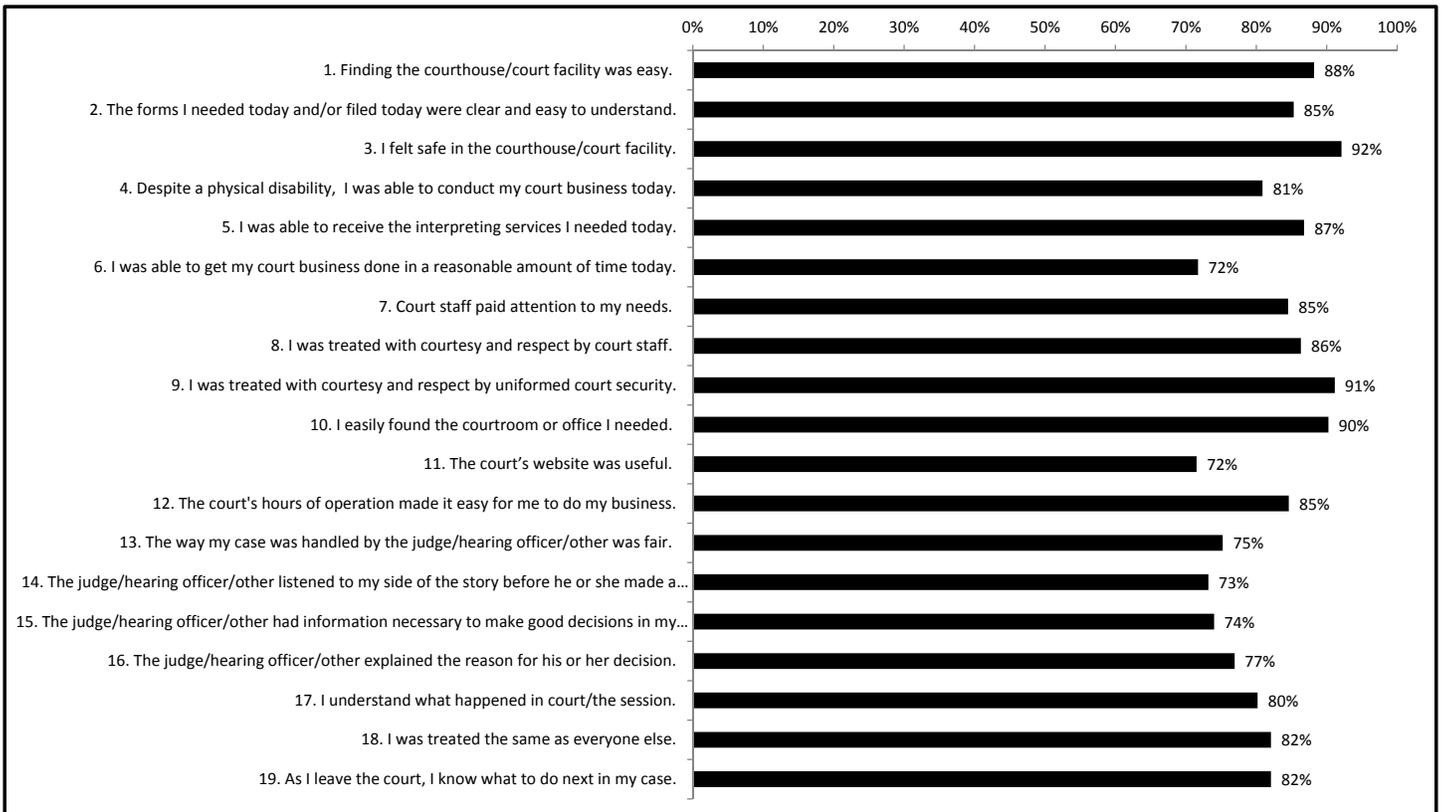
Percent That Agree or Strongly Agree



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.	14	5%	8	3%	11	4%	104	37%	143	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	4%	5	2%	20	8%	98	40%	111	45%	85%
3. I felt safe in the courthouse/court facility.	9	3%	4	1%	9	3%	88	32%	168	60%	92%
4. Despite a physical disability, I was able to conduct my court business today.	8	6%	4	3%	14	10%	53	39%	57	42%	81%
5. I was able to receive the interpreting services I needed today.	8	7%	1	1%	7	6%	48	40%	57	47%	87%
6. I was able to get my court business done in a reasonable amount of time today.	24	10%	13	5%	32	13%	81	33%	94	39%	72%
7. Court staff paid attention to my needs.	16	6%	4	2%	19	8%	90	36%	123	49%	85%
8. I was treated with courtesy and respect by court staff.	11	4%	12	4%	15	5%	86	31%	154	55%	86%
9. I was treated with courtesy and respect by uniformed court security.	13	5%	4	1%	7	3%	85	31%	162	60%	91%
10. I easily found the courtroom or office I needed.	12	4%	6	2%	9	3%	107	39%	143	52%	90%
11. The court's website was useful.	11	8%	5	3%	25	17%	48	33%	55	38%	72%
12. The court's hours of operation made it easy for me to do my business.	8	3%	7	3%	23	9%	101	41%	108	44%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	10%	3	3%	13	12%	40	38%	39	37%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	7%	6	6%	13	13%	36	37%	35	36%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	9%	6	6%	11	11%	38	38%	36	36%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	8%	1	1%	13	14%	35	38%	35	38%	77%
17. I understand what happened in court/the session.	6	6%	4	4%	11	10%	41	39%	44	42%	80%
18. I was treated the same as everyone else.	6	6%	4	4%	9	8%	42	40%	45	42%	82%
19. As I leave the court, I know what to do next in my case.	6	6%	4	4%	9	8%	39	37%	48	45%	82%

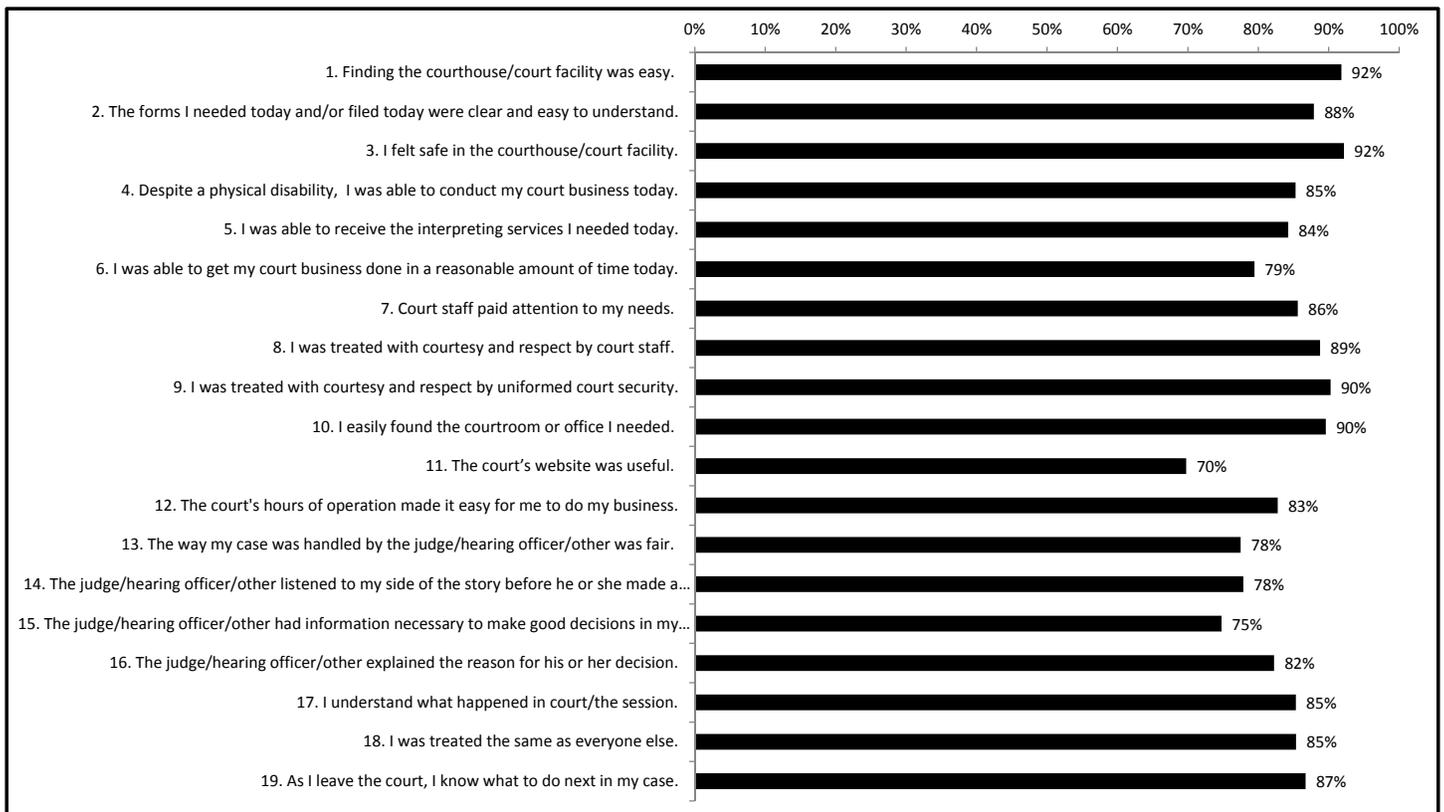
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	8	3%	9	3%	5	2%	92	34%	154	57%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	1%	6	3%	18	8%	80	36%	116	52%	88%
3. I felt safe in the courthouse/court facility.	12	4%	3	1%	6	2%	78	29%	169	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	2%	4	3%	13	10%	47	35%	69	51%	85%
5. I was able to receive the interpreting services I needed today.	5	5%	3	3%	9	8%	43	40%	48	44%	84%
6. I was able to get my court business done in a reasonable amount of time today.	15	6%	22	9%	16	6%	82	32%	123	48%	79%
7. Court staff paid attention to my needs.	12	5%	11	4%	14	5%	84	33%	136	53%	86%
8. I was treated with courtesy and respect by court staff.	12	4%	6	2%	12	4%	71	27%	166	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	8	3%	9	3%	9	3%	84	31%	157	59%	90%
10. I easily found the courtroom or office I needed.	10	4%	5	2%	13	5%	81	30%	160	59%	90%
11. The court's website was useful.	1	1%	8	6%	30	23%	38	29%	52	40%	70%
12. The court's hours of operation made it easy for me to do my business.	10	4%	18	7%	17	7%	82	31%	134	51%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	9%	7	6%	9	8%	44	37%	49	41%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	8%	8	7%	8	7%	42	37%	46	41%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	8%	6	5%	13	12%	40	36%	43	39%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	7%	7	7%	5	5%	45	42%	43	40%	82%
17. I understand what happened in court/the session.	5	4%	5	4%	7	6%	43	37%	56	48%	85%
18. I was treated the same as everyone else.	6	5%	4	3%	8	7%	44	36%	61	50%	85%
19. As I leave the court, I know what to do next in my case.	4	4%	6	5%	5	4%	40	35%	58	51%	87%

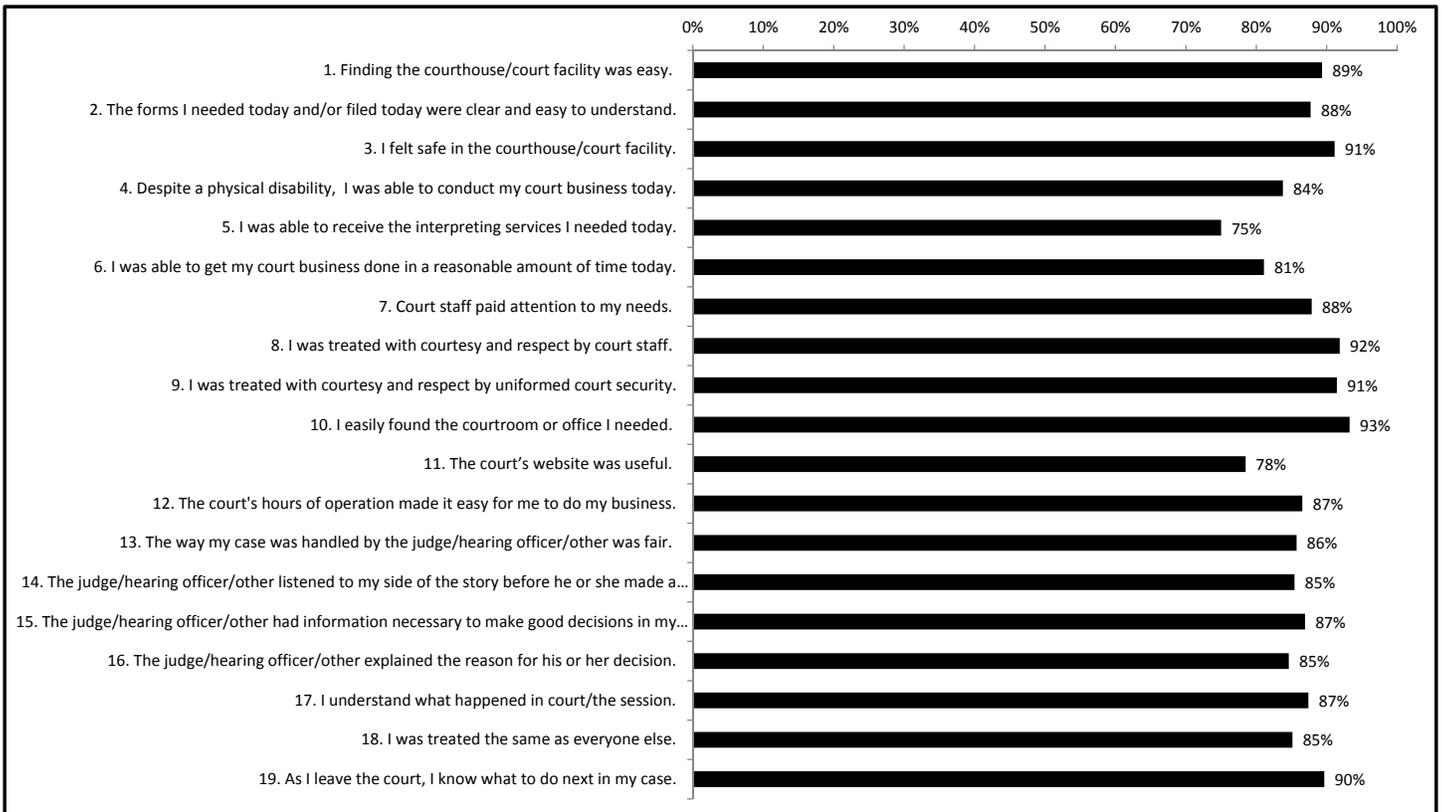
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	16	5%	4	1%	11	4%	84	29%	176	60%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	5%	1	0%	15	7%	80	35%	120	53%	88%
3. I felt safe in the courthouse/court facility.	14	5%	4	1%	8	3%	82	28%	185	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	8	7%	0	0%	10	9%	32	29%	61	55%	84%
5. I was able to receive the interpreting services I needed today.	5	5%	2	2%	16	17%	25	27%	44	48%	75%
6. I was able to get my court business done in a reasonable amount of time today.	23	8%	16	6%	13	5%	82	30%	141	51%	81%
7. Court staff paid attention to my needs.	13	5%	7	3%	14	5%	75	27%	171	61%	88%
8. I was treated with courtesy and respect by court staff.	12	4%	2	1%	10	3%	72	24%	198	67%	92%
9. I was treated with courtesy and respect by uniformed court security.	14	5%	3	1%	8	3%	73	25%	194	66%	91%
10. I easily found the courtroom or office I needed.	12	4%	3	1%	4	1%	80	28%	182	65%	93%
11. The court's website was useful.	8	5%	3	2%	23	15%	47	30%	77	49%	78%
12. The court's hours of operation made it easy for me to do my business.	12	4%	7	3%	18	7%	83	30%	155	56%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	4%	6	5%	5	4%	28	25%	68	61%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	5%	4	4%	6	6%	24	23%	64	62%	85%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	6%	2	2%	6	6%	28	26%	65	61%	87%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	5%	3	3%	8	8%	29	28%	59	57%	85%
17. I understand what happened in court/the session.	5	4%	3	3%	7	6%	32	27%	72	61%	87%
18. I was treated the same as everyone else.	8	7%	2	2%	8	7%	30	25%	73	60%	85%
19. As I leave the court, I know what to do next in my case.	7	6%	1	1%	4	3%	35	30%	69	59%	90%

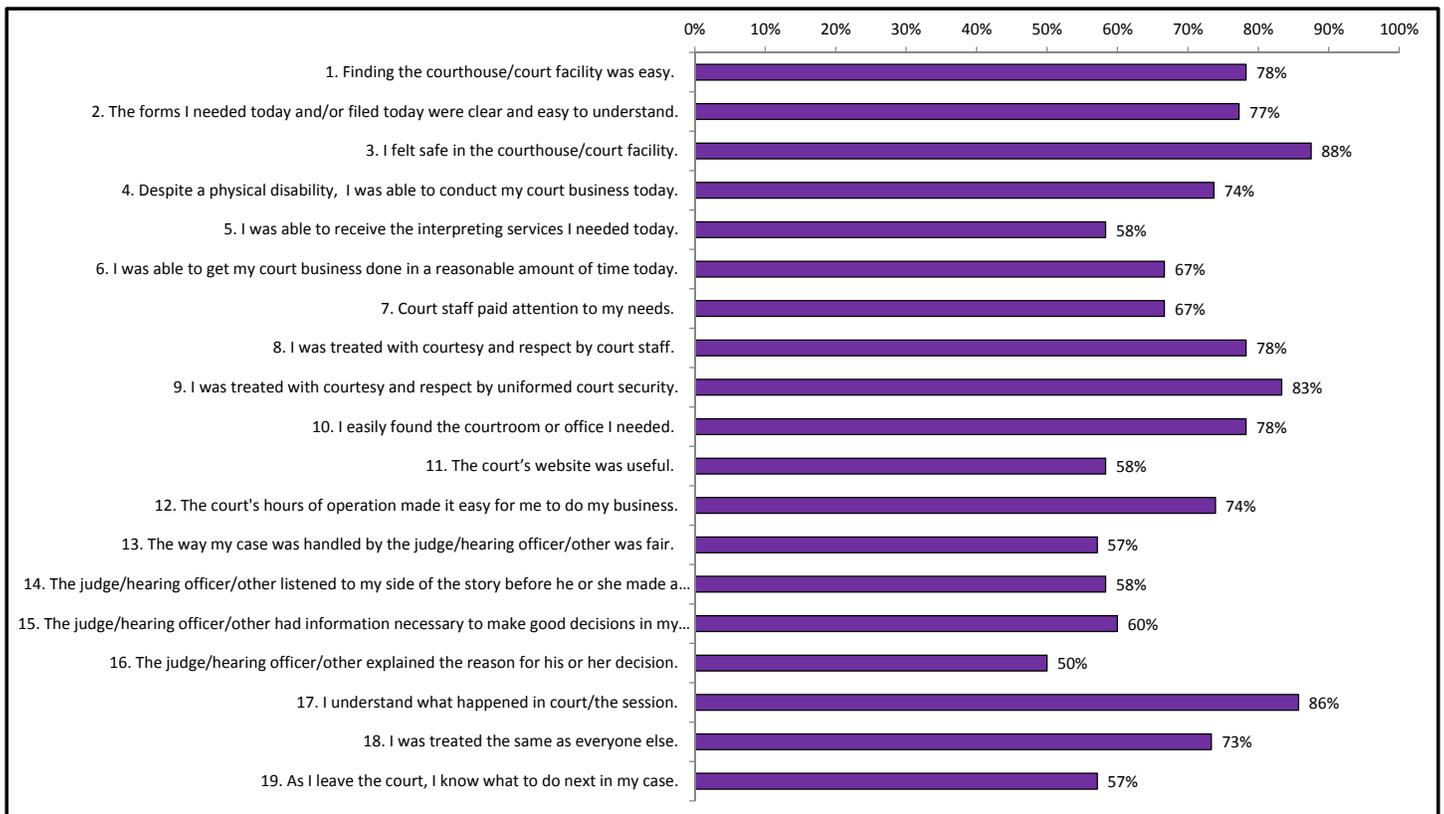
**Percent That Agree or Strongly Agree**



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.	1	4%	1	4%	3	13%	6	26%	12	52%	78%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	9%	3	14%	8	36%	9	41%	77%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	2	8%	10	42%	11	46%	88%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	0	0%	4	21%	6	32%	8	42%	74%
5. I was able to receive the interpreting services I needed today.	1	8%	0	0%	4	33%	2	17%	5	42%	58%
6. I was able to get my court business done in a reasonable amount of time today.	3	13%	3	13%	2	8%	7	29%	9	38%	67%
7. Court staff paid attention to my needs.	1	5%	2	10%	4	19%	4	19%	10	48%	67%
8. I was treated with courtesy and respect by court staff.	0	0%	4	17%	1	4%	7	30%	11	48%	78%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	4%	3	13%	9	38%	11	46%	83%
10. I easily found the courtroom or office I needed.	0	0%	2	9%	3	13%	7	30%	11	48%	78%
11. The court's website was useful.	0	0%	1	8%	4	33%	3	25%	4	33%	58%
12. The court's hours of operation made it easy for me to do my business.	1	4%	1	4%	4	17%	10	43%	7	30%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	21%	1	7%	2	14%	4	29%	4	29%	57%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	25%	1	8%	1	8%	4	33%	3	25%	58%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	20%	1	7%	2	13%	4	27%	5	33%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	7%	1	7%	5	36%	4	29%	3	21%	50%
17. I understand what happened in court/the session.	0	0%	0	0%	2	14%	6	43%	6	43%	86%
18. I was treated the same as everyone else.	1	7%	1	7%	2	13%	5	33%	6	40%	73%
19. As I leave the court, I know what to do next in my case.	1	7%	1	7%	4	29%	4	29%	4	29%	57%

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

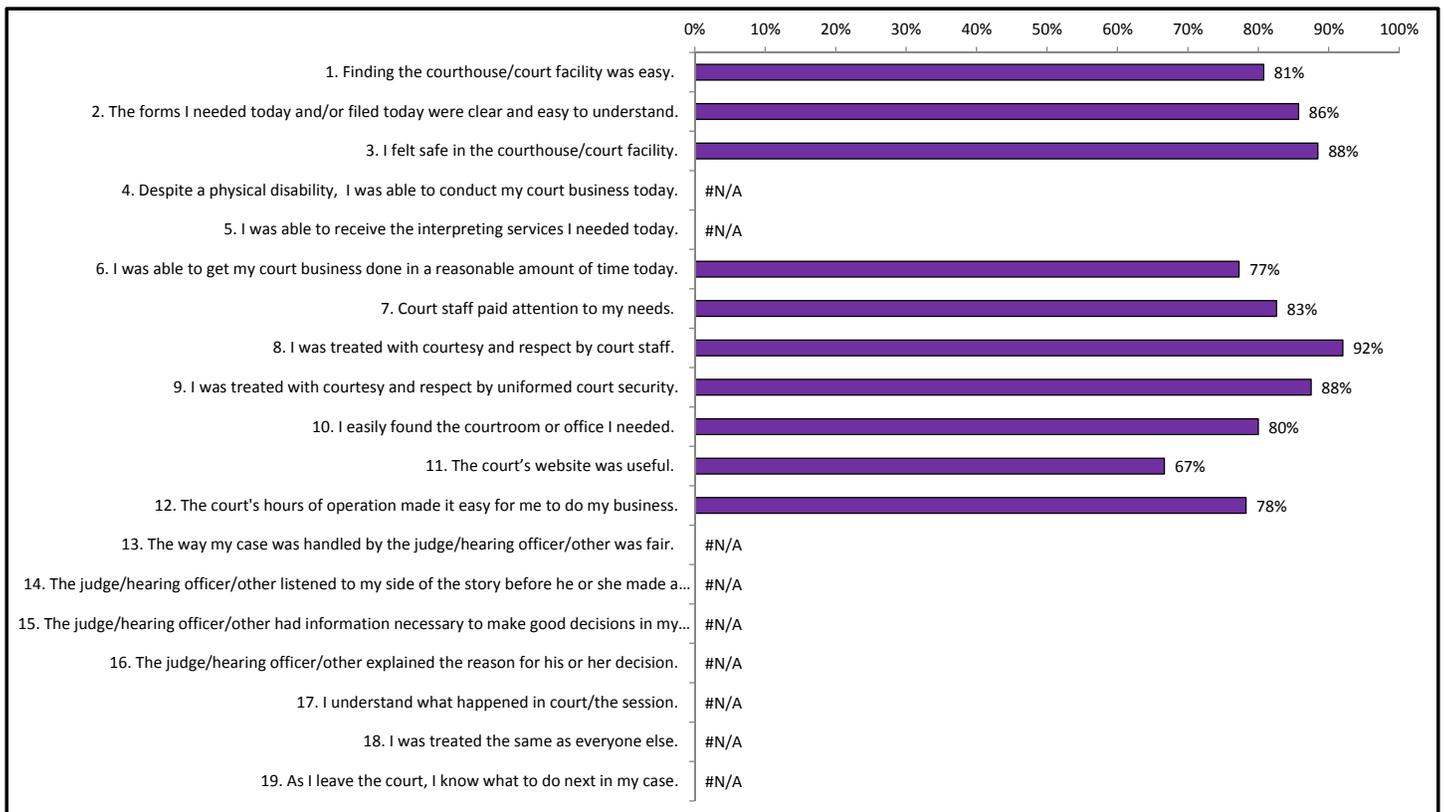


Atlantic County

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.	2	8%	1	4%	2	8%	8	31%	13	50%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	10%	0	0%	1	5%	6	29%	12	57%	86%
3. I felt safe in the courthouse/court facility.	2	8%	0	0%	1	4%	8	31%	15	58%	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.	2	9%	0	0%	3	14%	8	36%	9	41%	77%
7. Court staff paid attention to my needs.	1	4%	1	4%	2	9%	8	35%	11	48%	83%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	1	4%	9	36%	14	56%	92%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	1	4%	1	4%	6	25%	15	63%	88%
10. I easily found the courtroom or office I needed.	1	4%	1	4%	3	12%	6	24%	14	56%	80%
11. The court's website was useful.	1	5%	0	0%	6	29%	9	43%	5	24%	67%
12. The court's hours of operation made it easy for me to do my business.	3	13%	1	4%	1	4%	10	43%	8	35%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

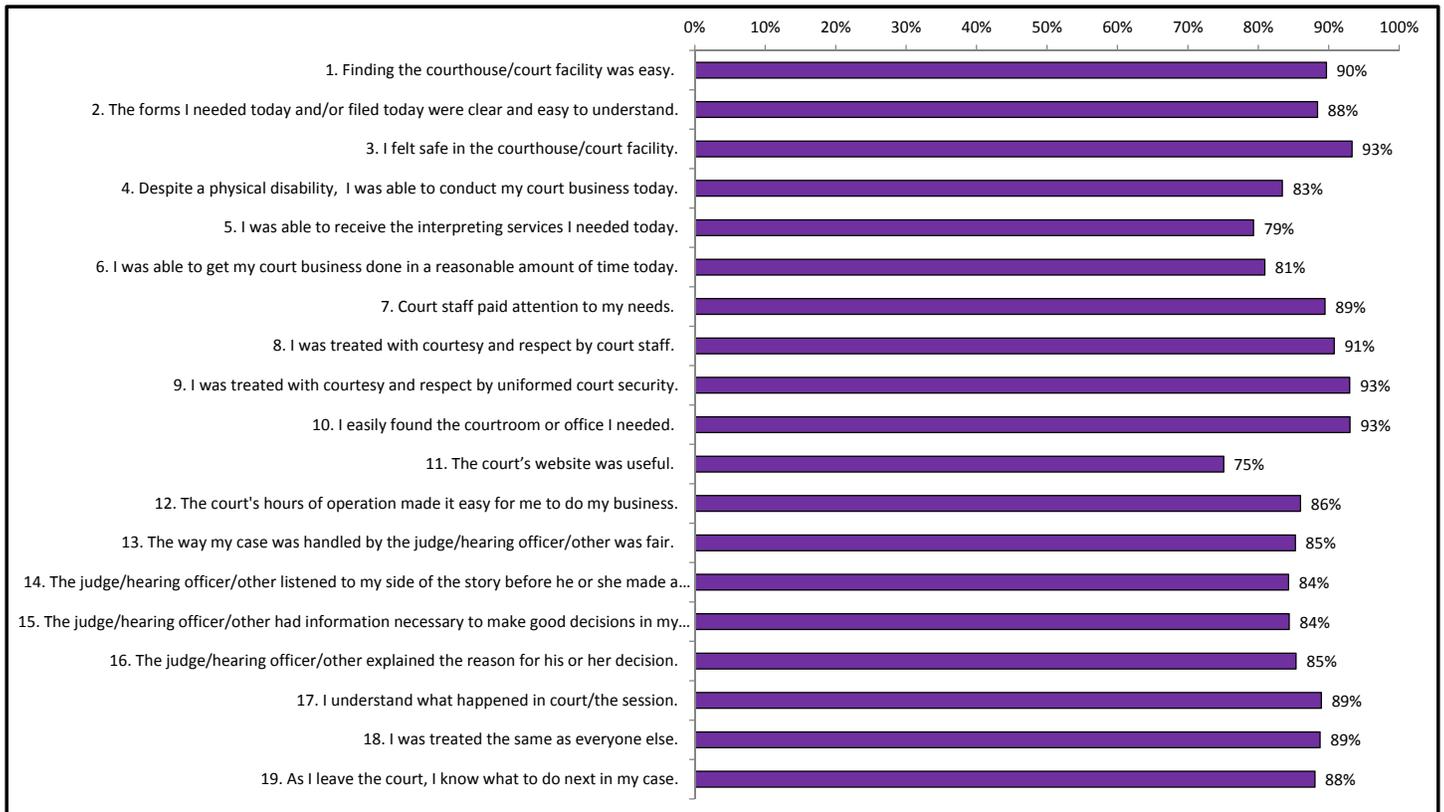


Atlantic County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	17	3%	17	3%	24	4%	187	33%	317	56%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	3%	3	1%	35	8%	159	36%	230	52%	88%
3. I felt safe in the courthouse/court facility.	17	3%	6	1%	15	3%	151	27%	379	67%	93%
4. Despite a physical disability, I was able to conduct my court business today.	6	3%	2	1%	23	12%	55	29%	101	54%	83%
5. I was able to receive the interpreting services I needed today.	6	4%	2	1%	23	15%	48	32%	71	47%	79%
6. I was able to get my court business done in a reasonable amount of time today.	28	6%	24	5%	43	9%	167	34%	236	47%	81%
7. Court staff paid attention to my needs.	17	3%	9	2%	29	6%	154	29%	314	60%	89%
8. I was treated with courtesy and respect by court staff.	17	3%	10	2%	25	4%	129	23%	383	68%	91%
9. I was treated with courtesy and respect by uniformed court security.	18	3%	5	1%	16	3%	134	24%	383	69%	93%
10. I easily found the courtroom or office I needed.	15	3%	9	2%	15	3%	166	30%	354	63%	93%
11. The court's website was useful.	12	4%	6	2%	49	18%	75	28%	127	47%	75%
12. The court's hours of operation made it easy for me to do my business.	14	3%	16	3%	40	8%	161	32%	269	54%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	4%	6	3%	14	7%	60	32%	102	54%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	3%	5	3%	17	10%	53	31%	92	53%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	4%	6	3%	14	8%	54	31%	92	53%	84%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	5%	5	3%	11	7%	55	34%	85	52%	85%
17. I understand what happened in court/the session.	6	3%	3	2%	12	6%	61	32%	108	57%	89%
18. I was treated the same as everyone else.	7	4%	3	2%	12	6%	61	31%	113	58%	89%
19. As I leave the court, I know what to do next in my case.	6	3%	5	3%	11	6%	52	28%	110	60%	88%

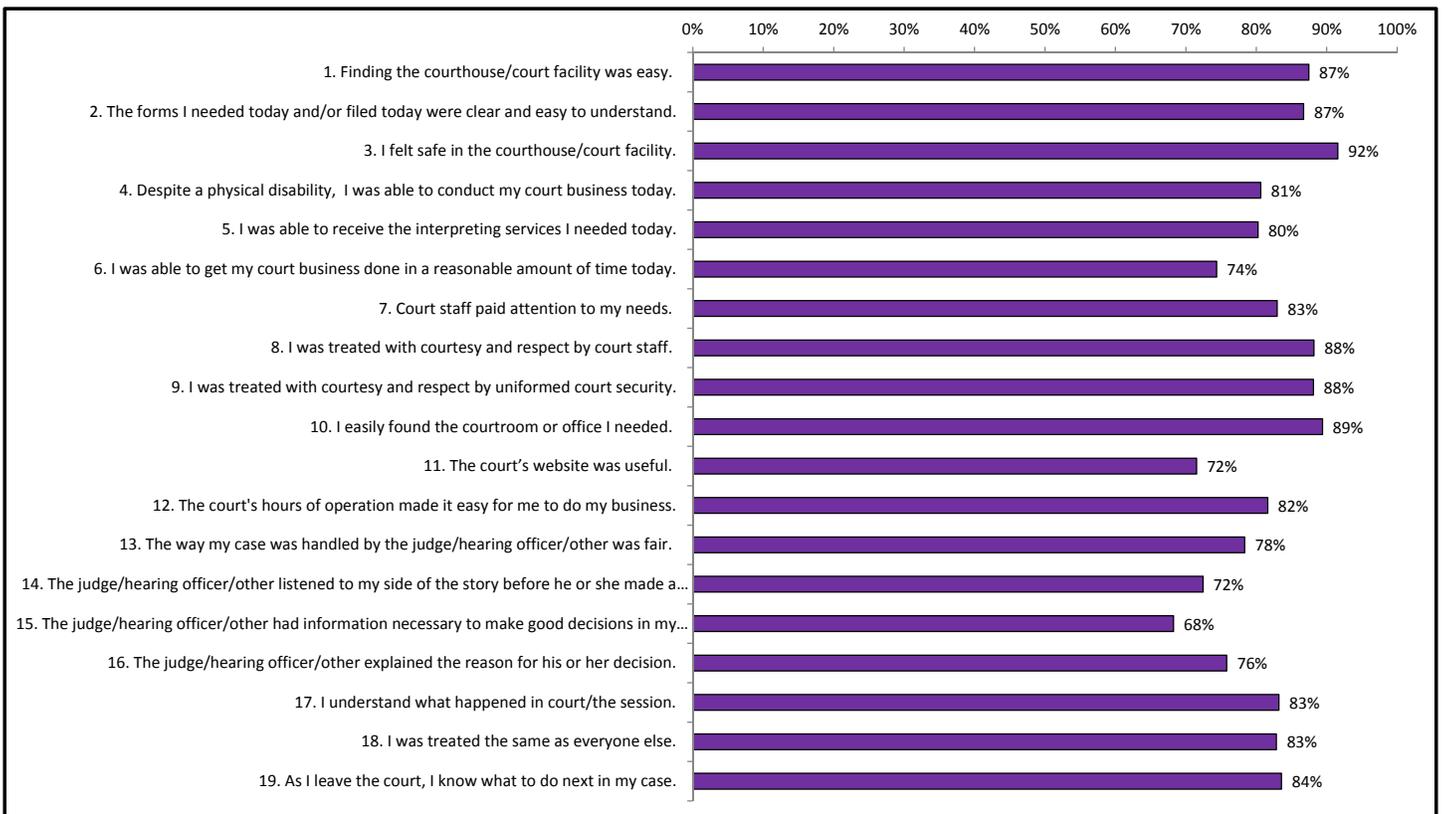
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Atlantic 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.	14	5%	14	5%	8	3%	106	37%	145	51%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	4%	8	3%	15	6%	117	46%	105	41%	87%
3. I felt safe in the courthouse/court facility.	13	5%	6	2%	5	2%	106	37%	155	54%	92%
4. Despite a physical disability, I was able to conduct my court business today.	11	6%	7	4%	18	10%	78	42%	72	39%	81%
5. I was able to receive the interpreting services I needed today.	12	7%	9	5%	12	7%	69	41%	65	39%	80%
6. I was able to get my court business done in a reasonable amount of time today.	29	10%	24	9%	18	6%	92	33%	114	41%	74%
7. Court staff paid attention to my needs.	20	7%	12	4%	15	5%	110	40%	119	43%	83%
8. I was treated with courtesy and respect by court staff.	15	5%	9	3%	10	3%	101	35%	153	53%	88%
9. I was treated with courtesy and respect by uniformed court security.	15	5%	9	3%	10	3%	110	38%	142	50%	88%
10. I easily found the courtroom or office I needed.	14	5%	5	2%	11	4%	110	39%	143	51%	89%
11. The court's website was useful.	8	5%	8	5%	31	19%	59	36%	59	36%	72%
12. The court's hours of operation made it easy for me to do my business.	12	4%	16	6%	24	8%	105	37%	126	45%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	12	9%	8	6%	9	7%	60	45%	45	34%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	12	9%	10	8%	13	10%	52	41%	40	31%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	10%	5	4%	22	17%	48	38%	38	30%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	6%	6	5%	16	13%	57	46%	37	30%	76%
17. I understand what happened in court/the session.	7	5%	6	4%	10	7%	62	45%	52	38%	83%
18. I was treated the same as everyone else.	10	7%	4	3%	10	7%	63	45%	53	38%	83%
19. As I leave the court, I know what to do next in my case.	8	6%	6	4%	8	6%	57	43%	55	41%	84%

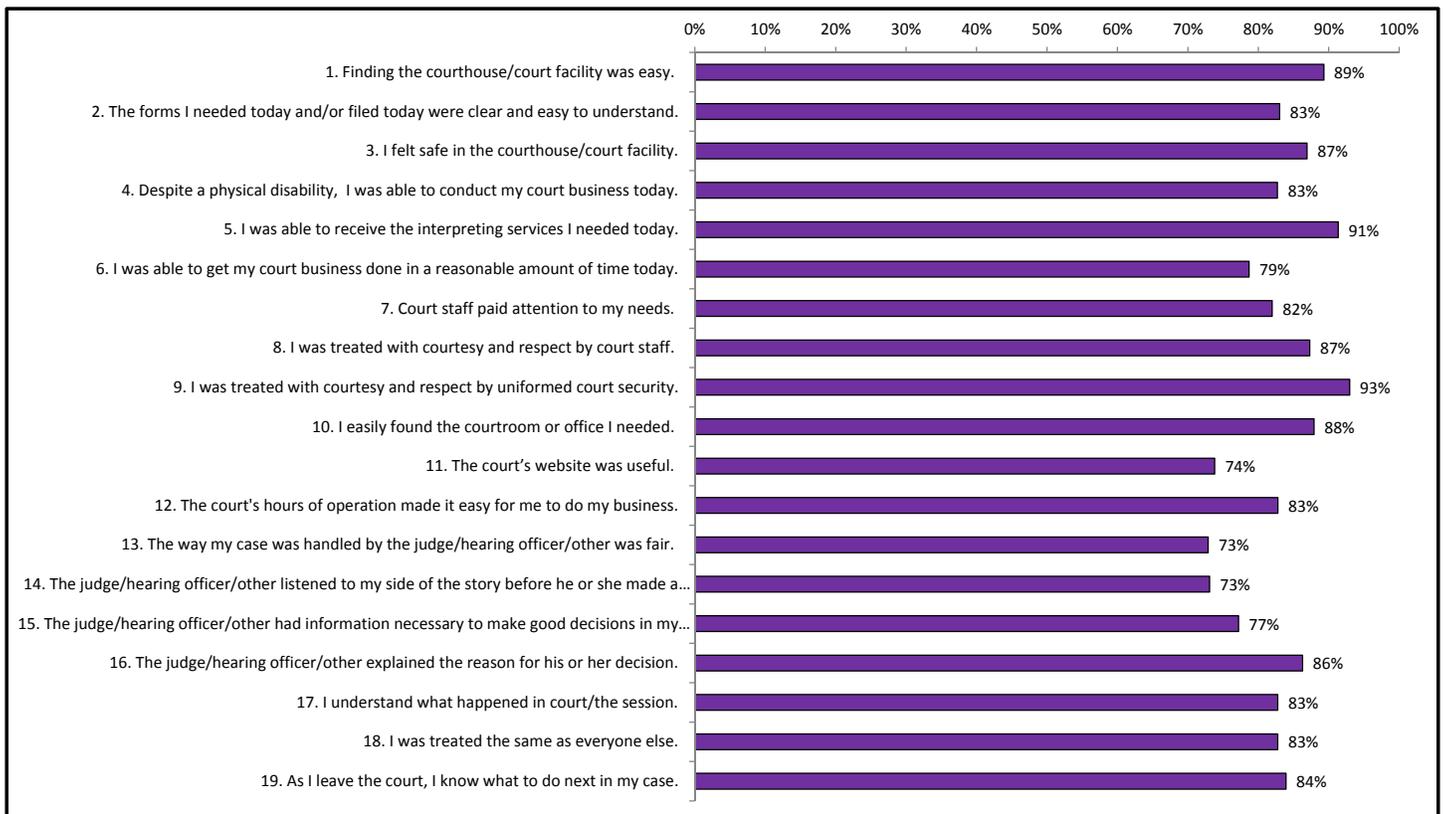
**Percent That Agree or Strongly Agree**



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.	6	5%	1	1%	7	5%	48	37%	69	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	4	4%	10	9%	38	34%	55	49%	83%
3. I felt safe in the courthouse/court facility.	6	5%	2	2%	9	7%	41	32%	72	55%	87%
4. Despite a physical disability, I was able to conduct my court business today.	7	9%	3	4%	4	5%	28	35%	39	48%	83%
5. I was able to receive the interpreting services I needed today.	4	5%	2	2%	1	1%	31	38%	43	53%	91%
6. I was able to get my court business done in a reasonable amount of time today.	10	8%	10	8%	6	5%	41	34%	55	45%	79%
7. Court staff paid attention to my needs.	10	8%	3	2%	9	7%	37	30%	63	52%	82%
8. I was treated with courtesy and respect by court staff.	5	4%	4	3%	7	6%	41	33%	69	55%	87%
9. I was treated with courtesy and respect by uniformed court security.	5	4%	3	2%	1	1%	40	31%	79	62%	93%
10. I easily found the courtroom or office I needed.	7	6%	3	2%	5	4%	40	32%	69	56%	88%
11. The court's website was useful.	4	5%	5	6%	13	15%	27	32%	35	42%	74%
12. The court's hours of operation made it easy for me to do my business.	5	4%	6	5%	10	8%	47	39%	54	44%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	5	8%	6	10%	15	25%	28	47%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	6%	5	10%	6	12%	12	23%	26	50%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	9%	4	7%	4	7%	19	33%	25	44%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	8%	1	2%	2	4%	17	33%	27	53%	86%
17. I understand what happened in court/the session.	4	7%	2	3%	4	7%	18	31%	30	52%	83%
18. I was treated the same as everyone else.	2	3%	3	5%	5	9%	14	24%	34	59%	83%
19. As I leave the court, I know what to do next in my case.	4	7%	2	4%	3	5%	14	25%	33	59%	84%

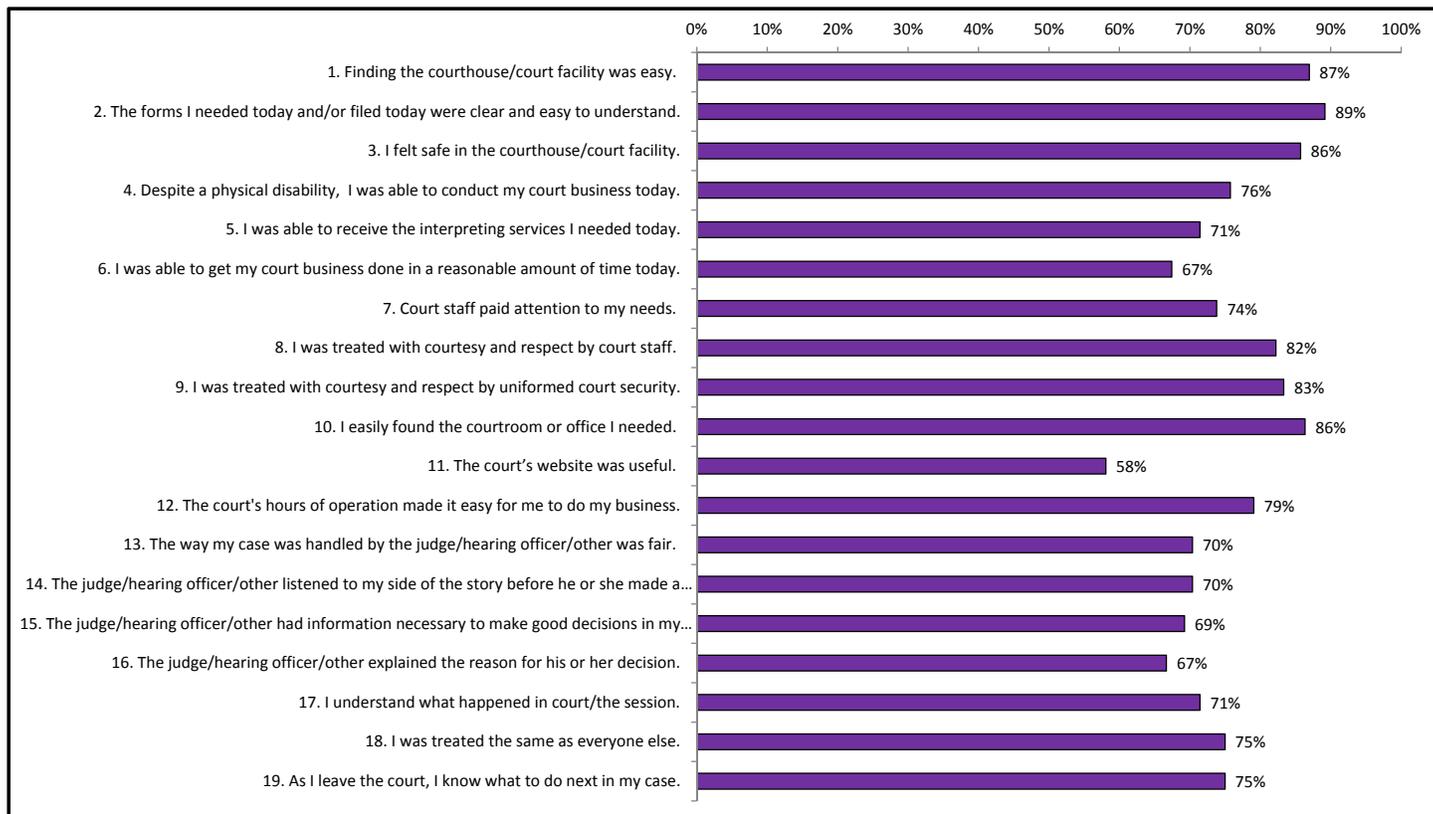
Percent That Agree or Strongly Agree



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.	4	9%	1	2%	1	2%	16	35%	24	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	1	3%	2	5%	15	41%	18	49%	89%
3. I felt safe in the courthouse/court facility.	3	7%	1	2%	2	5%	9	21%	27	64%	86%
4. Despite a physical disability, I was able to conduct my court business today.	2	6%	2	6%	4	12%	8	24%	17	52%	76%
5. I was able to receive the interpreting services I needed today.	4	14%	2	7%	2	7%	11	39%	9	32%	71%
6. I was able to get my court business done in a reasonable amount of time today.	5	12%	5	12%	4	9%	12	28%	17	40%	67%
7. Court staff paid attention to my needs.	4	10%	3	7%	4	10%	14	33%	17	40%	74%
8. I was treated with courtesy and respect by court staff.	5	11%	0	0%	3	7%	15	33%	22	49%	82%
9. I was treated with courtesy and respect by uniformed court security.	5	12%	0	0%	2	5%	16	38%	19	45%	83%
10. I easily found the courtroom or office I needed.	5	11%	0	0%	1	2%	17	39%	21	48%	86%
11. The court's website was useful.	5	16%	1	3%	7	23%	10	32%	8	26%	58%
12. The court's hours of operation made it easy for me to do my business.	4	9%	1	2%	4	9%	14	33%	20	47%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	7%	2	7%	4	15%	9	33%	10	37%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	7%	3	11%	3	11%	6	22%	13	48%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	8%	3	12%	3	12%	6	23%	12	46%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	2	7%	5	19%	6	22%	12	44%	67%
17. I understand what happened in court/the session.	2	7%	3	11%	3	11%	7	25%	13	46%	71%
18. I was treated the same as everyone else.	2	7%	3	11%	2	7%	9	32%	12	43%	75%
19. As I leave the court, I know what to do next in my case.	2	7%	2	7%	3	11%	10	36%	11	39%	75%

Percent That Agree or Strongly Agree

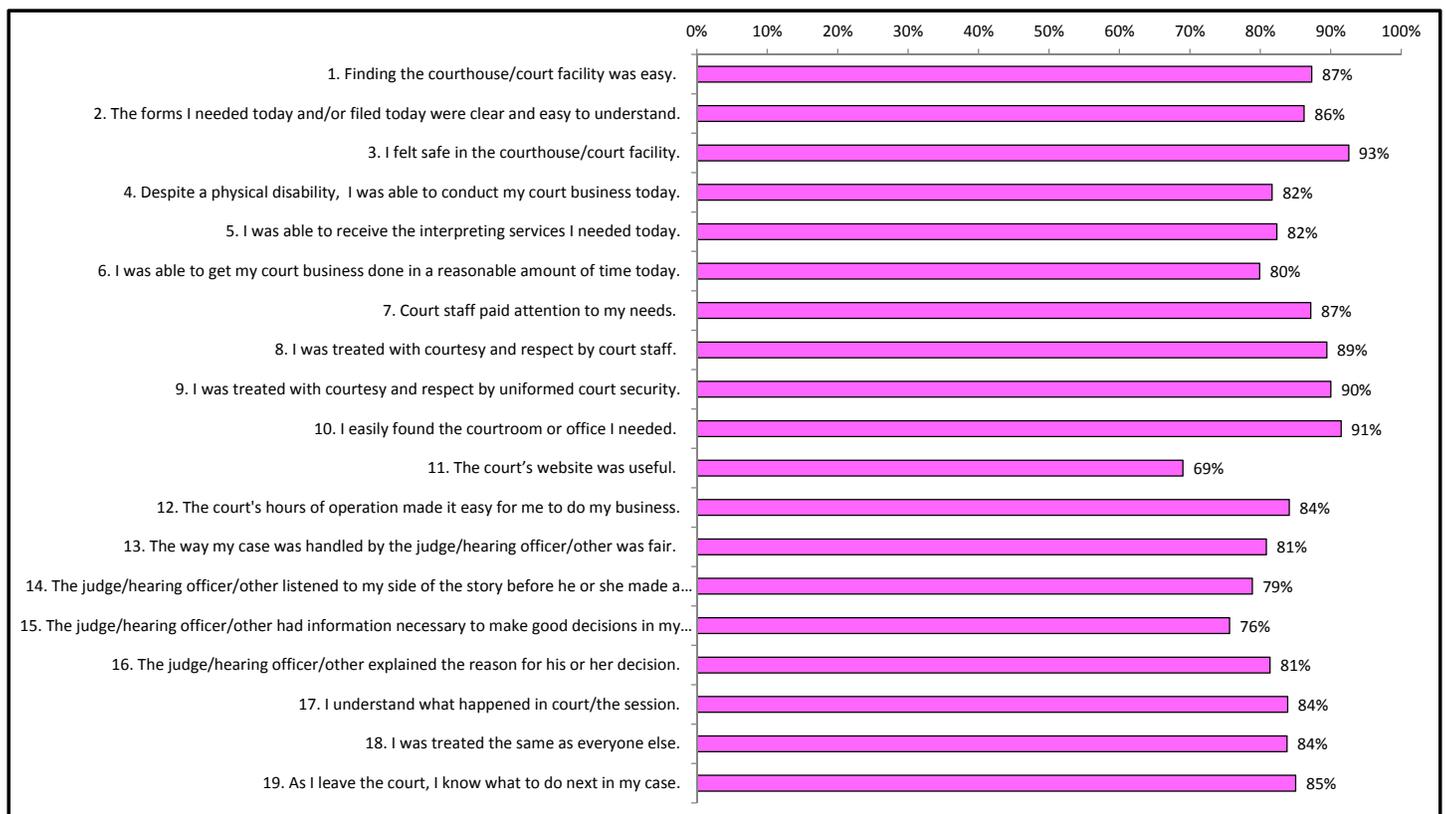


Atlantic County

What is your gender: male

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	22	4%	24	4%	22	4%	196	37%	272	51%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	16	4%	10	2%	36	8%	176	39%	212	47%	86%
3. I felt safe in the courthouse/court facility.	21	4%	8	1%	11	2%	162	30%	336	62%	93%
4. Despite a physical disability, I was able to conduct my court business today.	10	4%	6	2%	30	12%	87	35%	118	47%	82%
5. I was able to receive the interpreting services I needed today.	10	4%	7	3%	25	11%	88	37%	108	45%	82%
6. I was able to get my court business done in a reasonable amount of time today.	27	5%	26	5%	48	10%	171	34%	231	46%	80%
7. Court staff paid attention to my needs.	24	5%	13	3%	29	6%	171	33%	277	54%	87%
8. I was treated with courtesy and respect by court staff.	21	4%	11	2%	25	5%	165	31%	318	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	21	4%	11	2%	21	4%	164	31%	314	59%	90%
10. I easily found the courtroom or office I needed.	17	3%	8	2%	20	4%	187	35%	296	56%	91%
11. The court's website was useful.	15	5%	12	4%	65	22%	91	31%	114	38%	69%
12. The court's hours of operation made it easy for me to do my business.	16	3%	20	4%	45	9%	170	33%	259	51%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	12	6%	11	5%	17	8%	73	35%	96	46%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	5%	11	6%	20	10%	69	36%	84	43%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	6%	9	5%	27	14%	65	34%	81	42%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	4%	6	3%	21	11%	72	38%	81	43%	81%
17. I understand what happened in court/the session.	7	3%	9	4%	18	9%	83	39%	94	45%	84%
18. I was treated the same as everyone else.	11	5%	8	4%	16	7%	78	36%	103	48%	84%
19. As I leave the court, I know what to do next in my case.	7	3%	9	4%	15	7%	74	36%	102	49%	85%

Percent That Agree or Strongly Agree

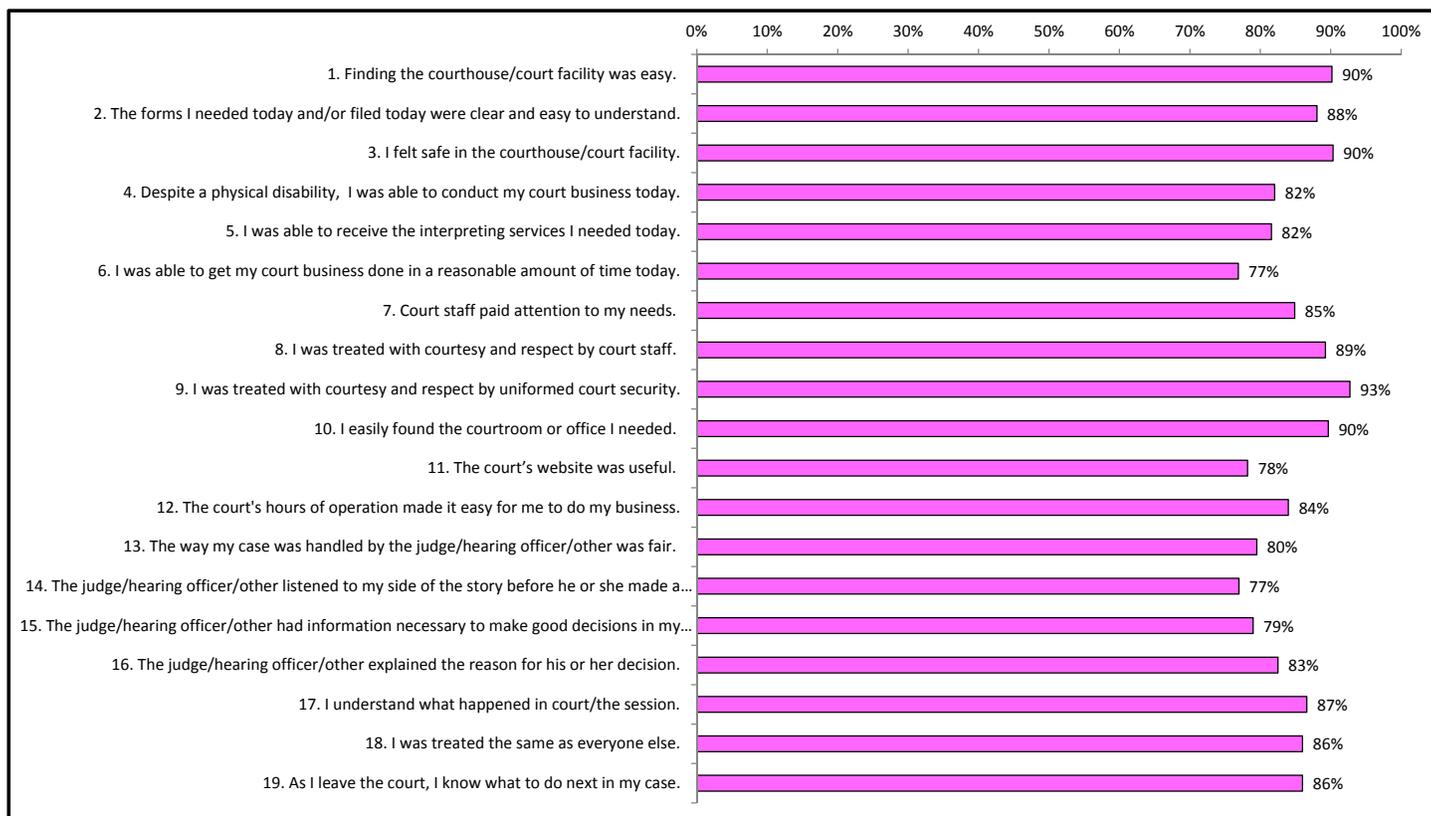


Atlantic County

What is your gender: female

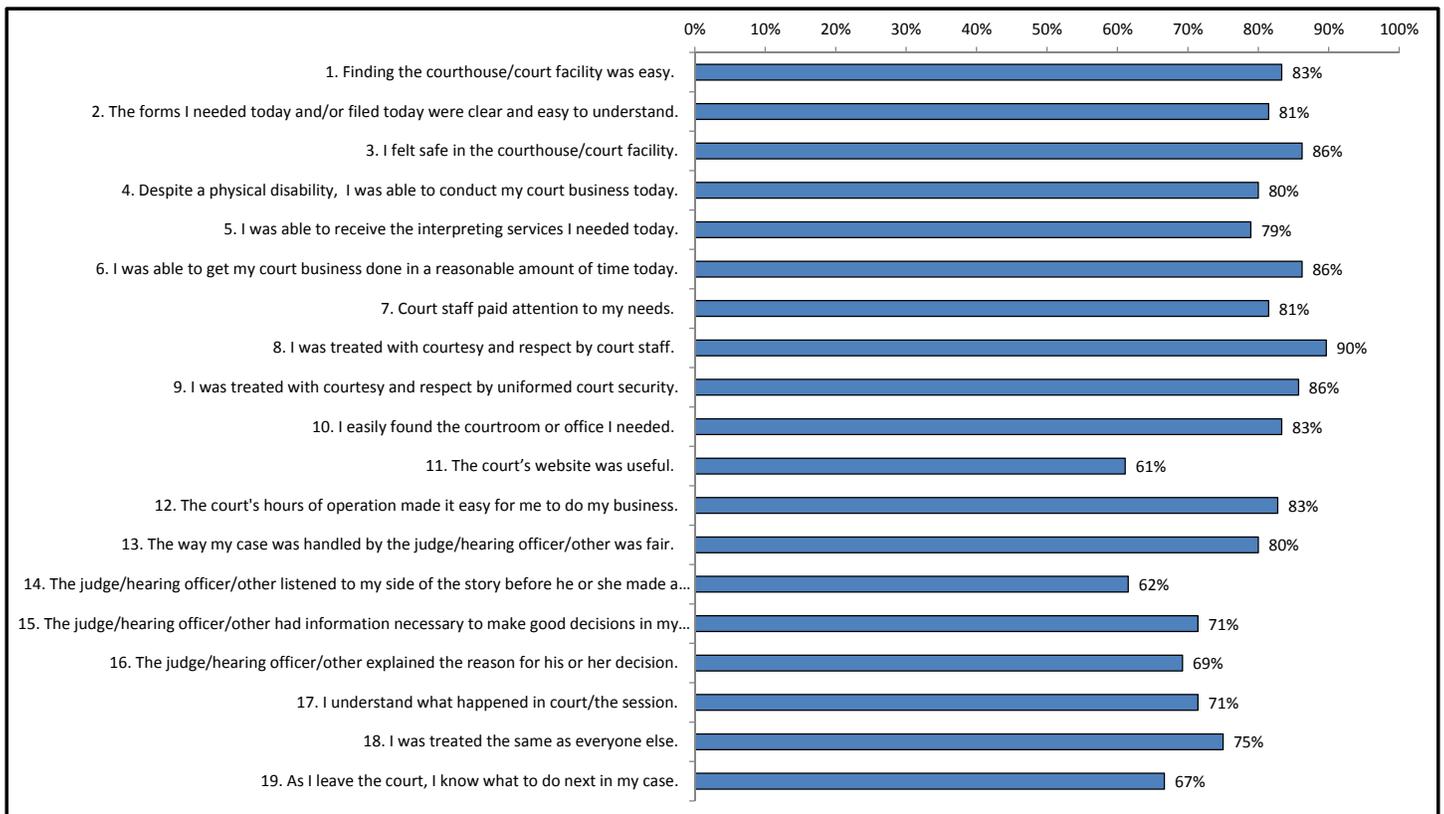
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	21	4%	10	2%	20	4%	171	33%	297	57%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	17	4%	6	1%	27	6%	154	37%	214	51%	88%
3. I felt safe in the courthouse/court facility.	21	4%	7	1%	22	4%	153	30%	314	61%	90%
4. Despite a physical disability, I was able to conduct my court business today.	16	7%	6	2%	22	9%	88	36%	113	46%	82%
5. I was able to receive the interpreting services I needed today.	15	8%	5	3%	15	8%	72	38%	83	44%	82%
6. I was able to get my court business done in a reasonable amount of time today.	43	9%	37	8%	28	6%	152	33%	207	44%	77%
7. Court staff paid attention to my needs.	25	5%	15	3%	32	7%	151	32%	253	53%	85%
8. I was treated with courtesy and respect by court staff.	23	4%	12	2%	20	4%	131	26%	326	64%	89%
9. I was treated with courtesy and respect by uniformed court security.	22	4%	6	1%	9	2%	147	29%	325	64%	93%
10. I easily found the courtroom or office I needed.	25	5%	11	2%	17	3%	156	30%	303	59%	90%
11. The court's website was useful.	12	5%	8	3%	38	14%	87	33%	121	45%	78%
12. The court's hours of operation made it easy for me to do my business.	20	4%	20	4%	34	7%	166	36%	222	48%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	18	9%	8	4%	16	8%	71	35%	92	45%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	16	8%	11	6%	17	9%	61	32%	86	45%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	16	8%	10	5%	15	8%	68	35%	86	44%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	8%	8	4%	10	5%	70	38%	81	44%	83%
17. I understand what happened in court/the session.	12	6%	5	2%	11	5%	70	33%	111	53%	87%
18. I was treated the same as everyone else.	12	6%	5	2%	13	6%	73	34%	111	52%	86%
19. As I leave the court, I know what to do next in my case.	13	7%	4	2%	11	6%	64	32%	108	54%	86%

Percent That Agree or Strongly Agree



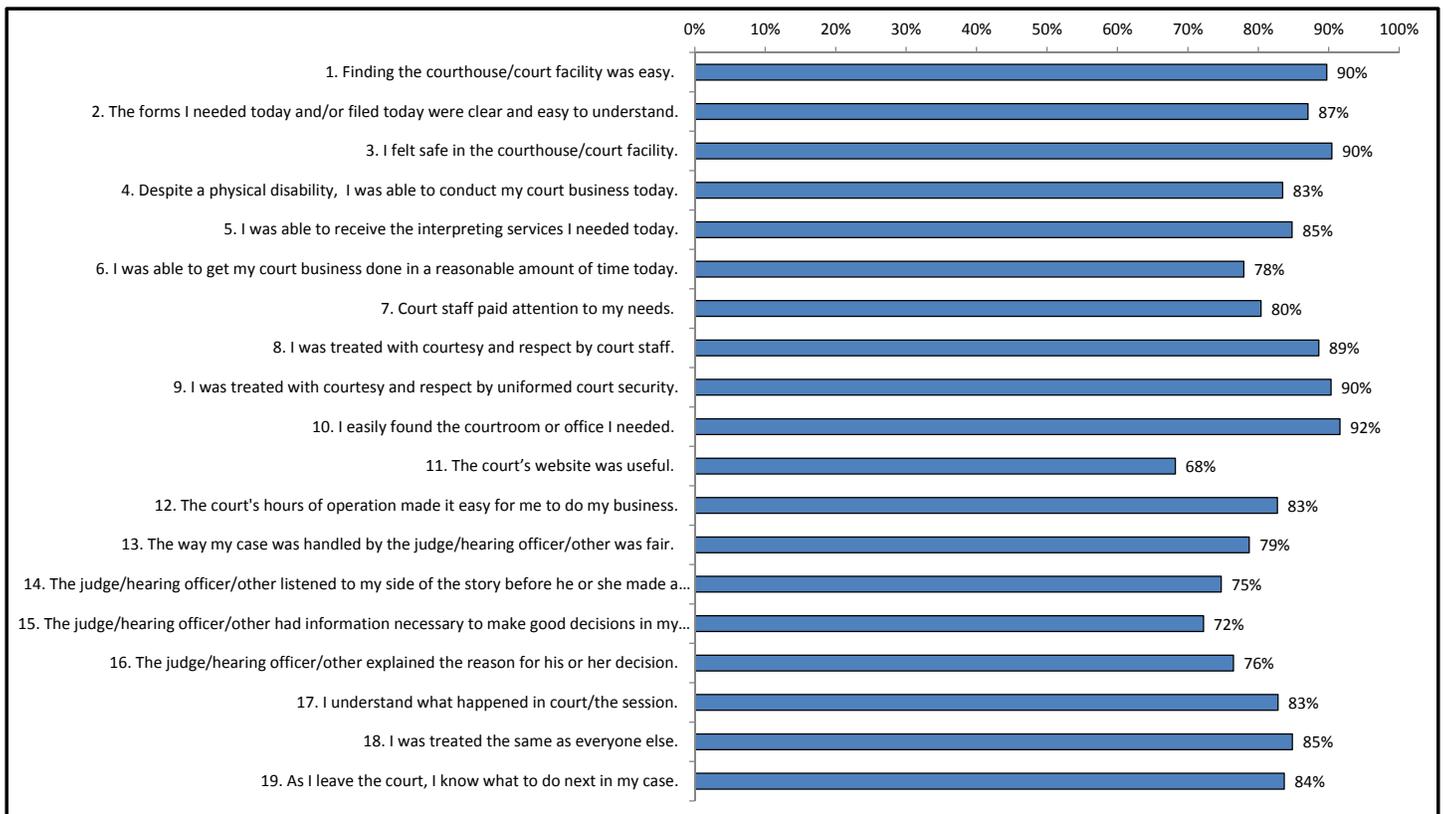
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	3%	3	10%	1	3%	11	37%	14	47%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	4%	0	0%	4	15%	10	37%	12	44%	81%
3. I felt safe in the courthouse/court facility.	1	3%	2	7%	1	3%	7	24%	18	62%	86%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	10%	2	10%	10	50%	6	30%	80%
5. I was able to receive the interpreting services I needed today.	0	0%	1	5%	3	16%	8	42%	7	37%	79%
6. I was able to get my court business done in a reasonable amount of time today.	1	3%	2	7%	1	3%	13	45%	12	41%	86%
7. Court staff paid attention to my needs.	3	11%	0	0%	2	7%	9	33%	13	48%	81%
8. I was treated with courtesy and respect by court staff.	1	3%	0	0%	2	7%	10	34%	16	55%	90%
9. I was treated with courtesy and respect by uniformed court security.	2	7%	1	4%	1	4%	9	32%	15	54%	86%
10. I easily found the courtroom or office I needed.	1	3%	1	3%	3	10%	12	40%	13	43%	83%
11. The court's website was useful.	0	0%	2	11%	5	28%	4	22%	7	39%	61%
12. The court's hours of operation made it easy for me to do my business.	1	3%	2	7%	2	7%	13	45%	11	38%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	7%	2	13%	0	0%	6	40%	6	40%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	8%	2	15%	2	15%	4	31%	4	31%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	14%	0	0%	2	14%	6	43%	4	29%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	8%	3	23%	5	38%	4	31%	69%
17. I understand what happened in court/the session.	0	0%	2	14%	2	14%	4	29%	6	43%	71%
18. I was treated the same as everyone else.	2	13%	0	0%	2	13%	5	31%	7	44%	75%
19. As I leave the court, I know what to do next in my case.	2	13%	1	7%	2	13%	4	27%	6	40%	67%

Percent That Agree or Strongly Agree



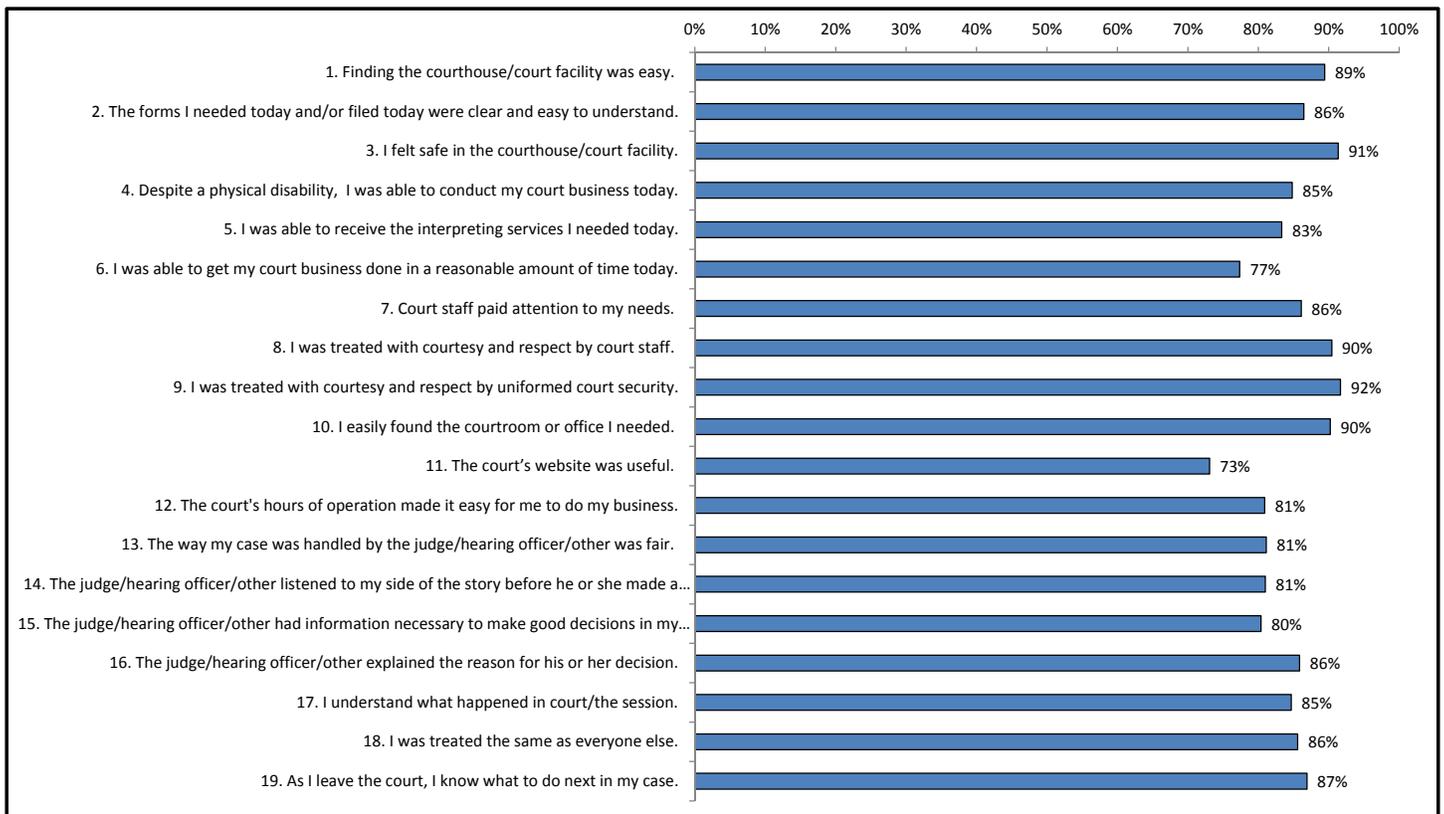
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	4%	5	2%	9	4%	78	35%	123	55%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	0	0%	18	9%	66	33%	109	54%	87%
3. I felt safe in the courthouse/court facility.	11	5%	2	1%	8	4%	57	26%	142	65%	90%
4. Despite a physical disability, I was able to conduct my court business today.	6	4%	4	3%	13	9%	43	31%	73	53%	83%
5. I was able to receive the interpreting services I needed today.	7	6%	5	4%	7	6%	42	34%	64	51%	85%
6. I was able to get my court business done in a reasonable amount of time today.	20	9%	12	6%	15	7%	61	29%	105	49%	78%
7. Court staff paid attention to my needs.	10	5%	7	3%	23	11%	62	30%	102	50%	80%
8. I was treated with courtesy and respect by court staff.	9	4%	4	2%	12	5%	65	30%	129	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	10	5%	3	1%	8	4%	64	29%	132	61%	90%
10. I easily found the courtroom or office I needed.	8	4%	2	1%	8	4%	68	32%	128	60%	92%
11. The court's website was useful.	8	6%	5	4%	28	22%	32	25%	56	43%	68%
12. The court's hours of operation made it easy for me to do my business.	10	5%	8	4%	19	9%	71	33%	106	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	4%	4	4%	12	13%	33	35%	41	44%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	4%	5	5%	14	15%	28	31%	40	44%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	7%	5	6%	14	16%	30	33%	35	39%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	6%	4	5%	11	13%	31	36%	34	40%	76%
17. I understand what happened in court/the session.	4	4%	2	2%	10	11%	35	38%	42	45%	83%
18. I was treated the same as everyone else.	3	3%	3	3%	9	9%	33	33%	51	52%	85%
19. As I leave the court, I know what to do next in my case.	3	3%	3	3%	9	10%	28	30%	49	53%	84%

Percent That Agree or Strongly Agree



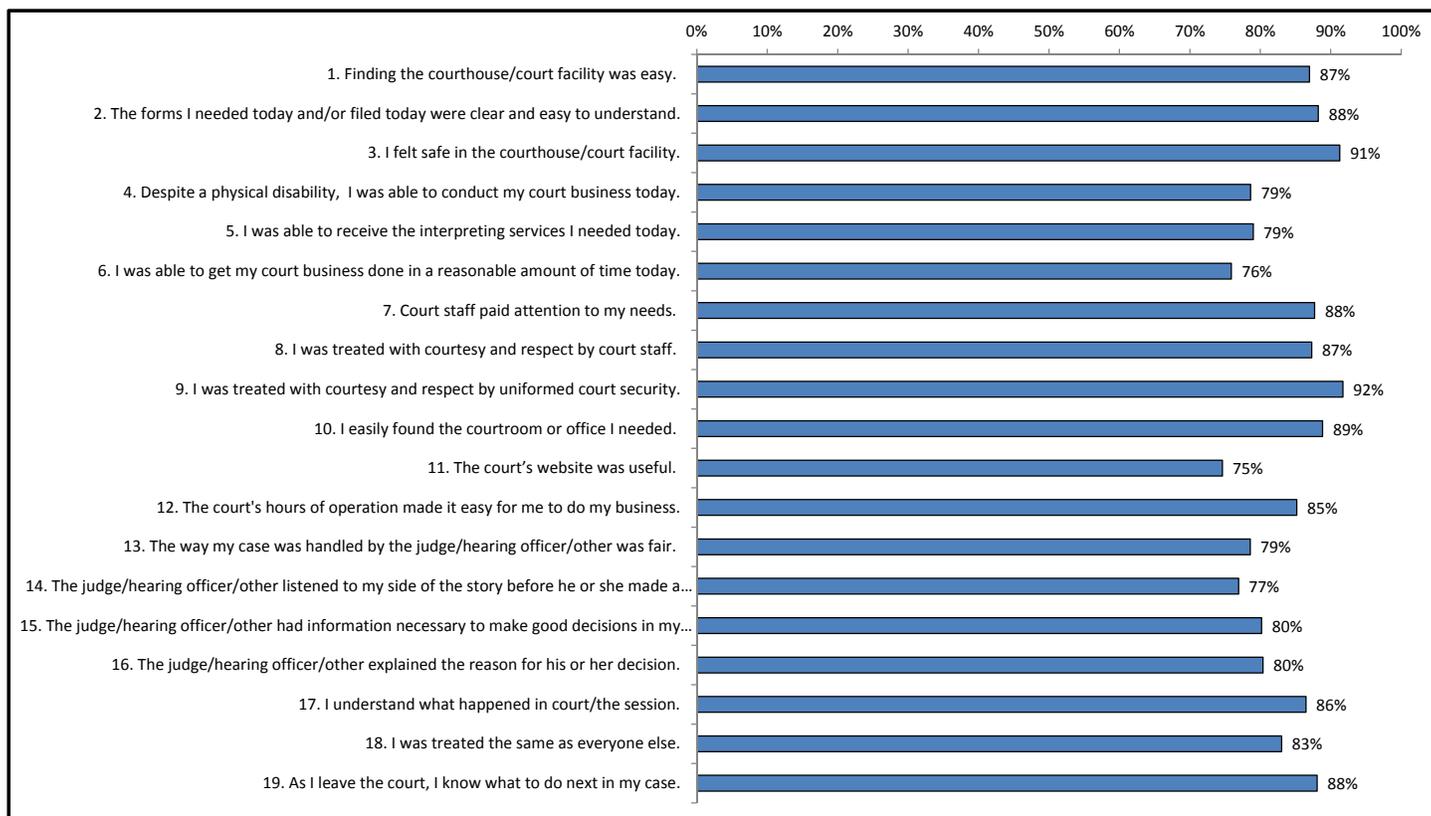
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	4%	7	3%	7	3%	79	35%	124	55%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	5	3%	13	7%	81	42%	85	44%	86%
3. I felt safe in the courthouse/court facility.	8	3%	3	1%	9	4%	82	35%	129	56%	91%
4. Despite a physical disability, I was able to conduct my court business today.	6	5%	1	1%	10	9%	49	44%	46	41%	85%
5. I was able to receive the interpreting services I needed today.	3	3%	1	1%	12	13%	41	43%	39	41%	83%
6. I was able to get my court business done in a reasonable amount of time today.	17	8%	19	9%	12	6%	84	40%	80	38%	77%
7. Court staff paid attention to my needs.	10	4%	7	3%	14	6%	78	35%	114	51%	86%
8. I was treated with courtesy and respect by court staff.	8	3%	7	3%	7	3%	77	33%	131	57%	90%
9. I was treated with courtesy and respect by uniformed court security.	8	4%	3	1%	8	4%	71	31%	138	61%	92%
10. I easily found the courtroom or office I needed.	6	3%	5	2%	11	5%	73	32%	130	58%	90%
11. The court's website was useful.	5	4%	3	2%	27	21%	41	32%	54	42%	73%
12. The court's hours of operation made it easy for me to do my business.	7	3%	13	6%	22	10%	77	35%	101	46%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	8%	4	4%	8	8%	42	40%	44	42%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	6%	6	6%	7	7%	34	34%	47	47%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	6%	6	6%	8	8%	36	35%	46	45%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	4%	5	5%	5	5%	39	39%	46	46%	86%
17. I understand what happened in court/the session.	4	4%	6	5%	7	6%	39	35%	55	50%	85%
18. I was treated the same as everyone else.	5	5%	4	4%	7	6%	40	36%	55	50%	86%
19. As I leave the court, I know what to do next in my case.	3	3%	7	7%	4	4%	40	37%	53	50%	87%

Percent That Agree or Strongly Agree



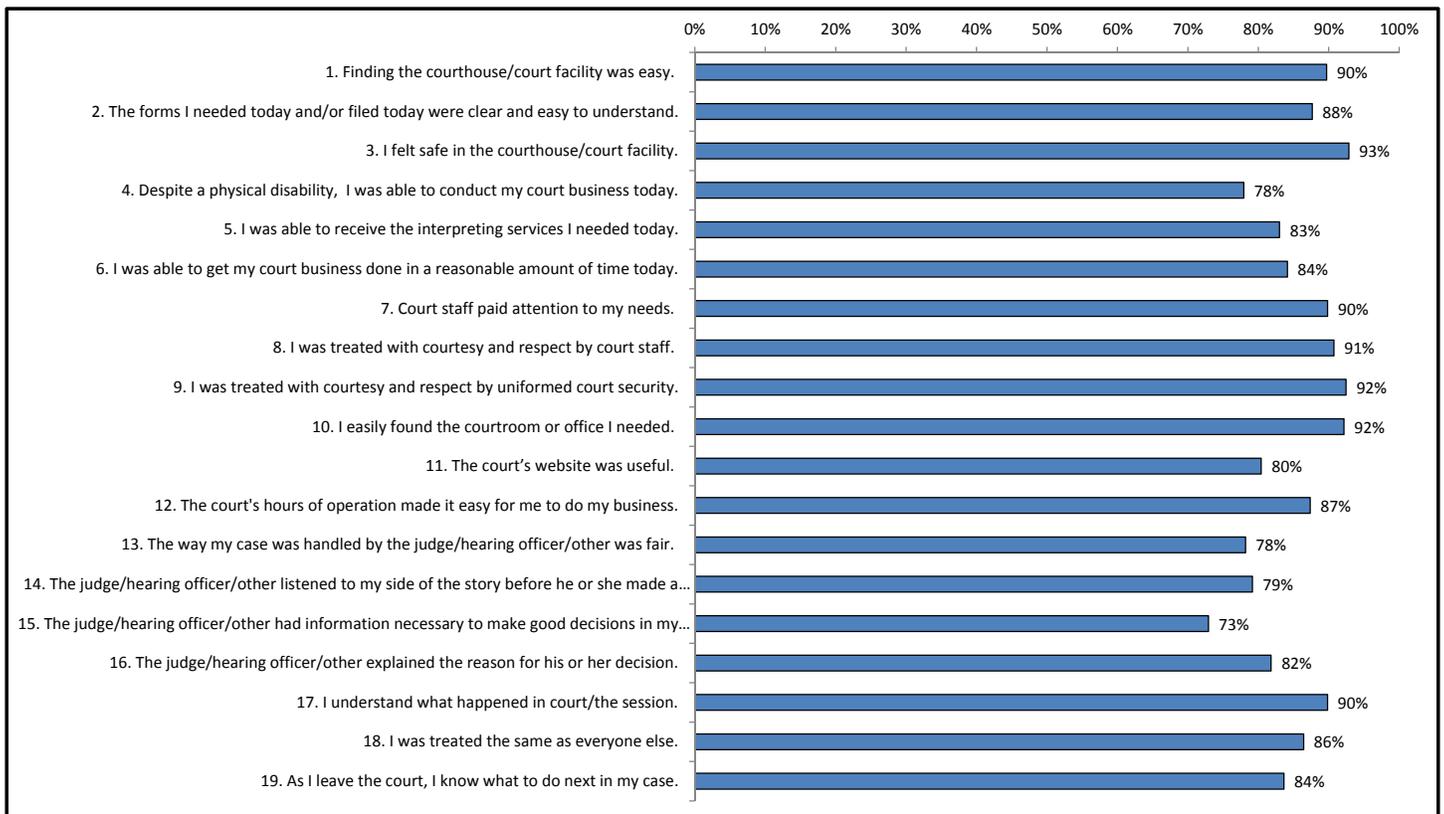
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	12	5%	9	4%	11	4%	85	35%	129	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	6	3%	10	5%	89	44%	91	45%	88%
3. I felt safe in the courthouse/court facility.	11	5%	5	2%	5	2%	79	33%	141	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	10	9%	4	3%	11	9%	39	33%	53	45%	79%
5. I was able to receive the interpreting services I needed today.	9	9%	4	4%	8	8%	41	41%	38	38%	79%
6. I was able to get my court business done in a reasonable amount of time today.	17	8%	15	7%	22	10%	74	33%	96	43%	76%
7. Court staff paid attention to my needs.	14	6%	7	3%	8	3%	86	36%	121	51%	88%
8. I was treated with courtesy and respect by court staff.	14	6%	4	2%	13	5%	73	30%	140	57%	87%
9. I was treated with courtesy and respect by uniformed court security.	13	5%	3	1%	4	2%	87	36%	135	56%	92%
10. I easily found the courtroom or office I needed.	14	6%	6	2%	7	3%	89	37%	126	52%	89%
11. The court's website was useful.	7	5%	4	3%	22	17%	45	35%	52	40%	75%
12. The court's hours of operation made it easy for me to do my business.	12	6%	8	4%	12	6%	84	39%	100	46%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	9%	4	4%	10	9%	41	37%	47	42%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	9%	7	7%	8	8%	40	38%	40	38%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	6%	5	5%	10	9%	42	40%	43	41%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	8%	4	4%	8	8%	43	42%	39	38%	80%
17. I understand what happened in court/the session.	8	7%	3	3%	4	4%	48	43%	48	43%	86%
18. I was treated the same as everyone else.	7	6%	4	4%	8	7%	46	41%	47	42%	83%
19. As I leave the court, I know what to do next in my case.	6	6%	1	1%	6	6%	46	42%	50	46%	88%

Percent That Agree or Strongly Agree



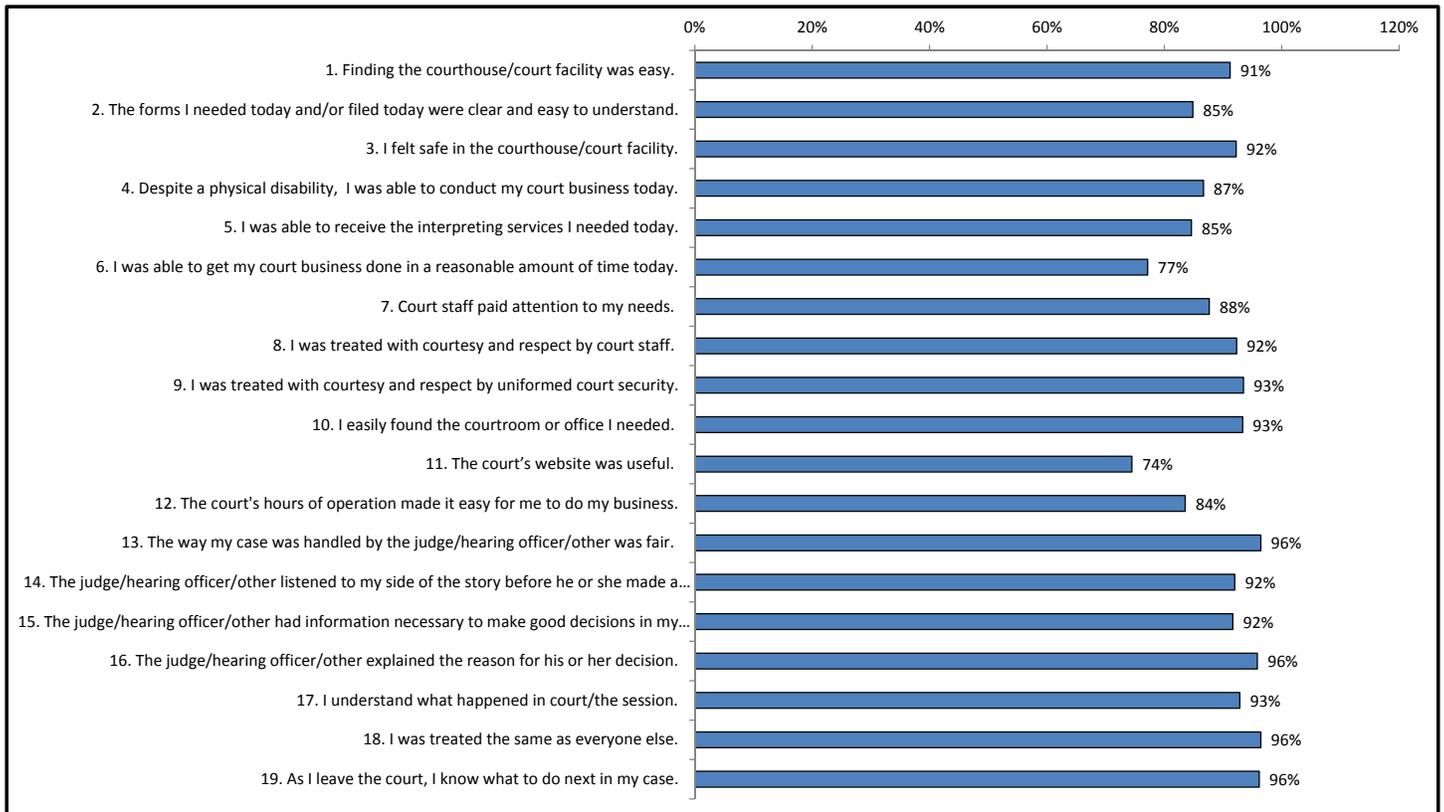
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	3%	6	3%	8	4%	72	35%	111	54%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	4	3%	11	7%	50	32%	85	55%	88%
3. I felt safe in the courthouse/court facility.	6	3%	3	1%	6	3%	52	25%	143	68%	93%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	1	1%	12	18%	18	26%	35	51%	78%
5. I was able to receive the interpreting services I needed today.	1	2%	1	2%	7	13%	14	26%	30	57%	83%
6. I was able to get my court business done in a reasonable amount of time today.	9	5%	8	4%	13	7%	62	33%	97	51%	84%
7. Court staff paid attention to my needs.	5	3%	5	3%	9	5%	47	25%	121	65%	90%
8. I was treated with courtesy and respect by court staff.	6	3%	6	3%	7	3%	39	19%	147	72%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	2%	5	3%	6	3%	42	21%	142	71%	92%
10. I easily found the courtroom or office I needed.	8	4%	4	2%	4	2%	59	29%	129	63%	92%
11. The court's website was useful.	1	1%	5	5%	13	13%	31	32%	47	48%	80%
12. The court's hours of operation made it easy for me to do my business.	4	2%	6	3%	14	7%	63	33%	103	54%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	9%	3	5%	4	7%	10	18%	33	60%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	8%	1	2%	5	10%	12	25%	26	54%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	10%	1	2%	7	15%	9	19%	26	54%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	7%	0	0%	5	11%	10	23%	26	59%	82%
17. I understand what happened in court/the session.	3	5%	0	0%	3	5%	15	25%	38	64%	90%
18. I was treated the same as everyone else.	5	8%	1	2%	2	3%	15	25%	36	61%	86%
19. As I leave the court, I know what to do next in my case.	5	9%	1	2%	3	5%	9	16%	37	67%	84%

Percent That Agree or Strongly Agree



	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	3%	2	2%	3	3%	33	36%	50	55%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	5%	1	2%	6	9%	26	39%	30	45%	85%
3. I felt safe in the courthouse/court facility.	3	3%	0	0%	4	4%	26	29%	57	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	3	10%	13	43%	13	43%	87%
5. I was able to receive the interpreting services I needed today.	1	4%	0	0%	3	12%	11	42%	11	42%	85%
6. I was able to get my court business done in a reasonable amount of time today.	3	4%	5	7%	8	11%	23	33%	31	44%	77%
7. Court staff paid attention to my needs.	3	4%	2	2%	5	6%	29	36%	42	52%	88%
8. I was treated with courtesy and respect by court staff.	3	3%	0	0%	4	4%	24	26%	60	66%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	1	1%	2	2%	29	32%	57	62%	93%
10. I easily found the courtroom or office I needed.	3	3%	0	0%	3	3%	32	36%	52	58%	93%
11. The court's website was useful.	3	6%	1	2%	8	17%	19	40%	16	34%	74%
12. The court's hours of operation made it easy for me to do my business.	1	1%	2	3%	9	12%	19	26%	42	58%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	4%	0	0%	11	39%	16	57%	96%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	1	4%	1	4%	11	44%	12	48%	92%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	8%	0	0%	10	42%	12	50%	92%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	4%	11	46%	12	50%	96%
17. I understand what happened in court/the session.	0	0%	0	0%	2	7%	11	39%	15	54%	93%
18. I was treated the same as everyone else.	0	0%	0	0%	1	4%	12	43%	15	54%	96%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	1	4%	10	38%	15	58%	96%

Percent That Agree or Strongly Agree

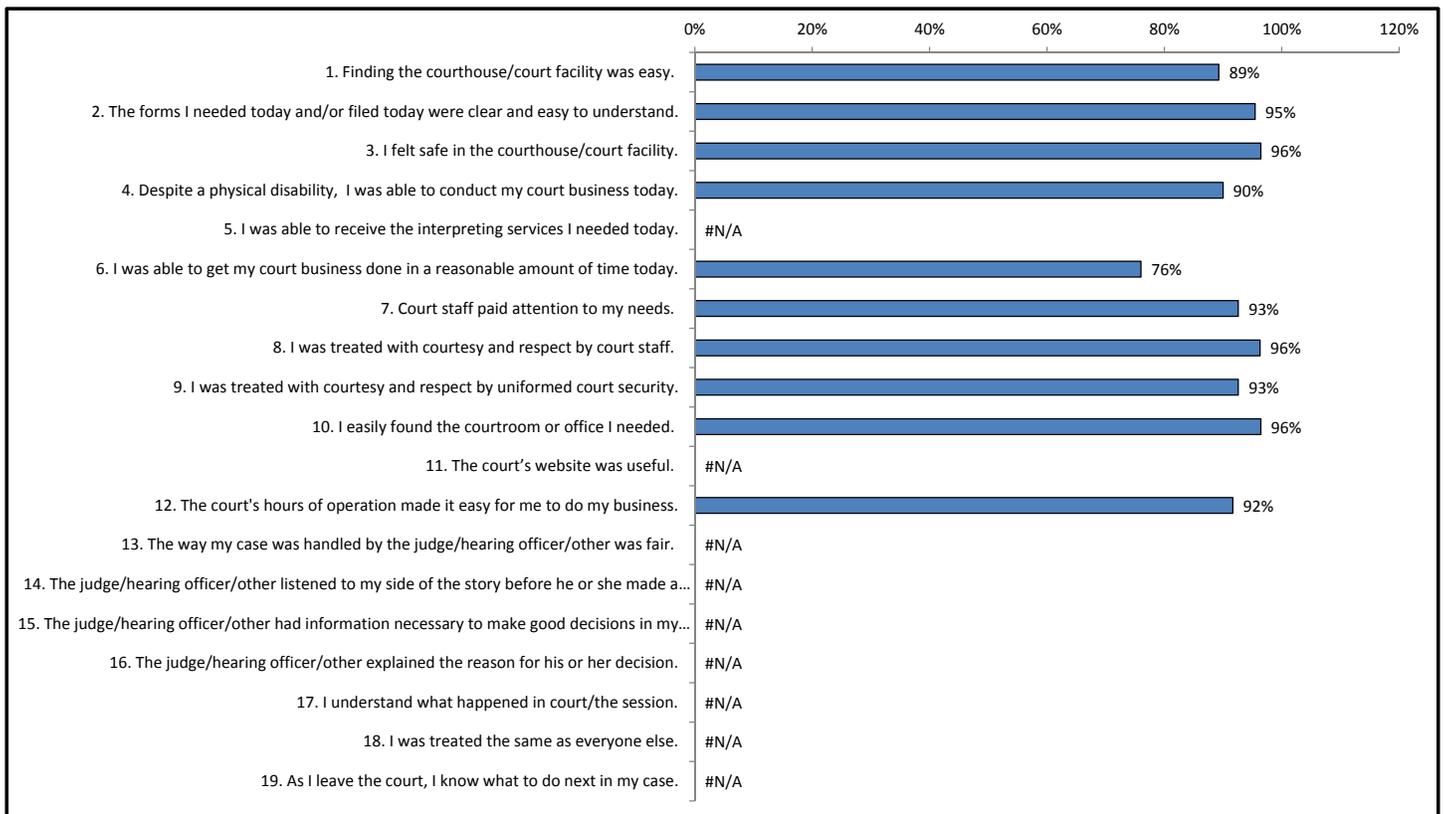


Atlantic County

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.	1	4%	1	4%	1	4%	9	32%	16	57%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	5%	8	36%	13	59%	95%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	0	0%	10	36%	17	61%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	0	0%	0	0%	3	30%	6	60%	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	8%	2	8%	2	8%	5	20%	14	56%	76%
7. Court staff paid attention to my needs.	2	7%	0	0%	0	0%	10	37%	15	56%	93%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	0	0%	7	26%	19	70%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	1	4%	0	0%	8	30%	17	63%	93%
10. I easily found the courtroom or office I needed.	1	4%	0	0%	0	0%	10	36%	17	61%	96%
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	4%	0	0%	1	4%	7	29%	15	63%	92%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

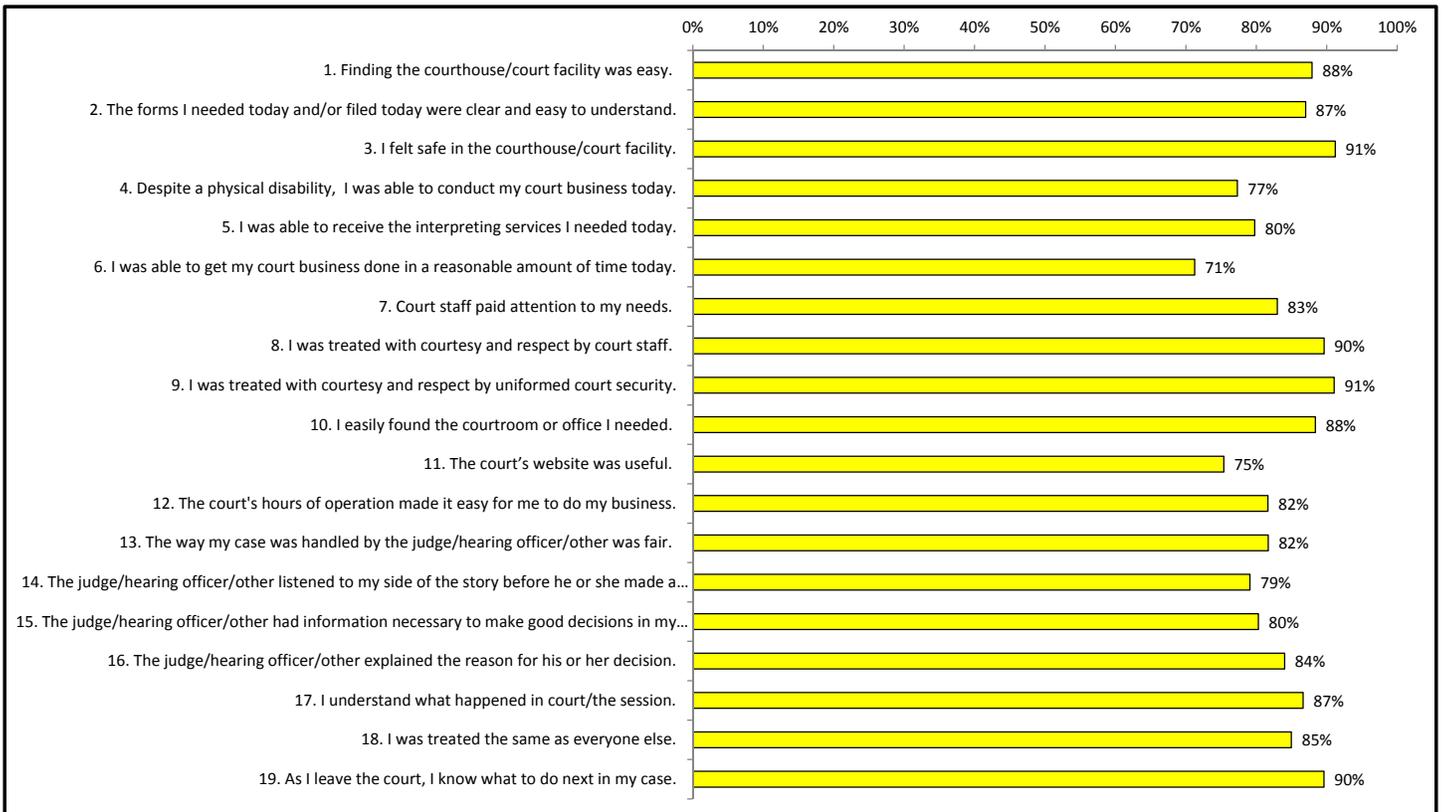
Percent That Agree or Strongly Agree



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	3%	12	5%	11	5%	80	33%	131	55%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	8	4%	14	7%	78	39%	96	48%	87%
3. I felt safe in the courthouse/court facility.	7	3%	4	2%	10	4%	77	32%	141	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	8	7%	5	4%	14	12%	38	32%	54	45%	77%
5. I was able to receive the interpreting services I needed today.	4	4%	7	8%	7	8%	40	45%	31	35%	80%
6. I was able to get my court business done in a reasonable amount of time today.	19	8%	23	10%	25	11%	75	32%	91	39%	71%
7. Court staff paid attention to my needs.	12	5%	9	4%	19	8%	78	33%	117	50%	83%
8. I was treated with courtesy and respect by court staff.	10	4%	4	2%	11	5%	73	30%	143	59%	90%
9. I was treated with courtesy and respect by uniformed court security.	10	4%	5	2%	6	3%	72	31%	142	60%	91%
10. I easily found the courtroom or office I needed.	10	4%	9	4%	9	4%	82	34%	131	54%	88%
11. The court's website was useful.	6	5%	3	2%	23	18%	45	35%	53	41%	75%
12. The court's hours of operation made it easy for me to do my business.	6	3%	14	6%	22	10%	80	35%	107	47%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	15	7%	10	5%	14	7%	72	34%	102	48%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	6%	12	6%	17	8%	64	32%	95	47%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	6%	9	5%	19	10%	70	35%	89	45%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	6%	9	5%	11	6%	77	40%	86	44%	84%
17. I understand what happened in court/the session.	10	5%	7	3%	12	6%	76	35%	112	52%	87%
18. I was treated the same as everyone else.	8	4%	9	4%	15	7%	73	34%	108	51%	85%
19. As I leave the court, I know what to do next in my case.	7	3%	3	1%	11	5%	65	32%	116	57%	90%

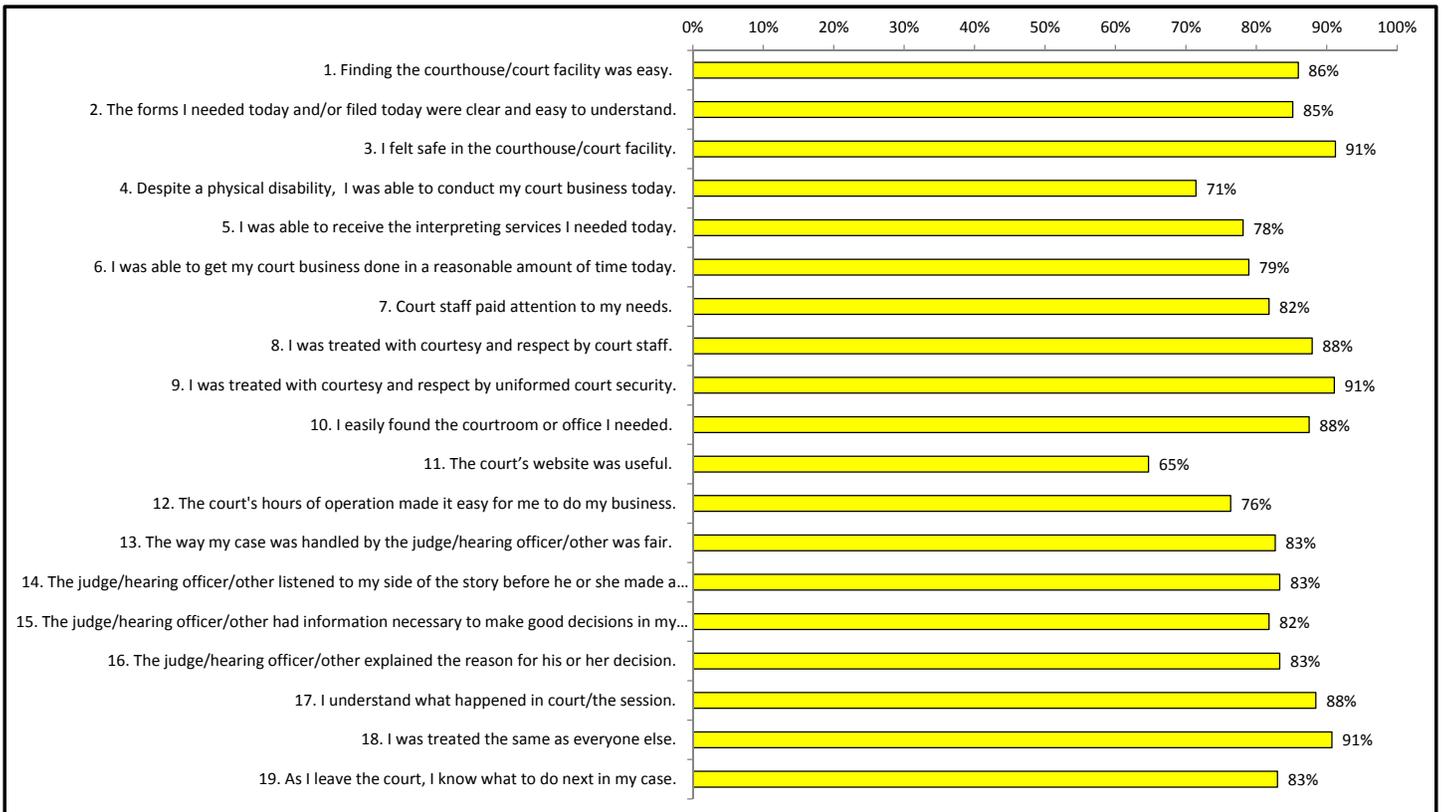
Percent That Agree or Strongly Agree



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.	3	5%	2	4%	3	5%	19	33%	30	53%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	2	4%	4	7%	20	37%	26	48%	85%
3. I felt safe in the courthouse/court facility.	3	5%	2	4%	0	0%	17	30%	35	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	5%	1	2%	9	21%	14	33%	16	38%	71%
5. I was able to receive the interpreting services I needed today.	3	9%	1	3%	3	9%	13	41%	12	38%	78%
6. I was able to get my court business done in a reasonable amount of time today.	2	4%	6	11%	4	7%	17	30%	28	49%	79%
7. Court staff paid attention to my needs.	3	5%	1	2%	6	11%	16	29%	29	53%	82%
8. I was treated with courtesy and respect by court staff.	3	5%	2	3%	2	3%	19	33%	32	55%	88%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	1	2%	2	4%	18	32%	33	59%	91%
10. I easily found the courtroom or office I needed.	3	5%	1	2%	3	5%	18	32%	31	55%	88%
11. The court's website was useful.	2	6%	0	0%	10	29%	11	32%	11	32%	65%
12. The court's hours of operation made it easy for me to do my business.	2	4%	1	2%	10	18%	20	36%	22	40%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	8%	2	4%	3	6%	21	40%	22	42%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	6%	1	2%	5	9%	19	35%	26	48%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	3	5%	4	7%	20	36%	25	45%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	6%	2	4%	4	7%	16	30%	29	54%	83%
17. I understand what happened in court/the session.	2	4%	1	2%	3	6%	20	38%	26	50%	88%
18. I was treated the same as everyone else.	2	4%	2	4%	1	2%	21	39%	28	52%	91%
19. As I leave the court, I know what to do next in my case.	2	4%	1	2%	6	11%	19	36%	25	47%	83%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	5%	9	4%	7	3%	67	32%	115	55%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	6%	4	2%	7	4%	76	41%	87	47%	88%
3. I felt safe in the courthouse/court facility.	13	6%	0	0%	5	2%	65	32%	121	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	8	6%	3	2%	11	9%	50	39%	55	43%	83%
5. I was able to receive the interpreting services I needed today.	7	6%	2	2%	9	8%	41	35%	58	50%	85%
6. I was able to get my court business done in a reasonable amount of time today.	13	7%	8	4%	12	6%	60	30%	106	53%	83%
7. Court staff paid attention to my needs.	12	6%	7	4%	18	9%	58	30%	100	51%	81%
8. I was treated with courtesy and respect by court staff.	12	6%	5	2%	12	6%	58	28%	117	57%	86%
9. I was treated with courtesy and respect by uniformed court security.	12	6%	2	1%	7	3%	67	33%	115	57%	90%
10. I easily found the courtroom or office I needed.	11	5%	3	1%	10	5%	68	33%	114	55%	88%
11. The court's website was useful.	8	7%	5	4%	17	14%	37	31%	53	44%	75%
12. The court's hours of operation made it easy for me to do my business.	10	5%	4	2%	14	7%	61	32%	100	53%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	8%	6	6%	12	13%	28	29%	41	43%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	9%	6	7%	12	13%	29	32%	35	39%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	9%	5	5%	13	14%	30	33%	35	38%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	9%	4	5%	10	11%	33	38%	33	38%	75%
17. I understand what happened in court/the session.	9	9%	3	3%	8	8%	36	34%	49	47%	81%
18. I was treated the same as everyone else.	11	10%	2	2%	10	9%	35	31%	56	49%	80%
19. As I leave the court, I know what to do next in my case.	11	11%	3	3%	10	10%	31	30%	49	47%	77%

Percent That Agree or Strongly Agree

