

Appendix H

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

Overview Tables

Burlington

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

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

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

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

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

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

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

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

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

Please select the description that best describes you		
A party in a court case/legal matter	346	40%
Victim or witness	29	3%
Law enforcement officer	11	1%
Public defender/staff	18	2%
Social services staff	23	3%
Friend or family member	101	12%
Private attorney	83	10%
Prosecutor/staff	8	1%
Juror	21	2%
Other	221	26%
Total	861	100%

What did you do today? (select all that apply) *		
Attended a hearing or trial	219	23%
Received information	96	10%
Visited Probation	177	19%
Attended mediation or arbitration	49	5%
Visited the Ombudsman/Self-Help Center	1	0%
Jury Service	23	2%
Filed Papers	133	14%
Made a payment	97	10%
Searched court records/obtained documents	37	4%
Other	138	15%

What type of case brought you to the courthouse today? (select all that apply) *		
Child Custody	83	9%
Division of Child Placement and Permanency	24	3%
Divorce	54	6%
Foreclosure	11	1%
Probation	157	17%
Child Support	153	16%
Landlord/Tenant	34	4%
Civil	124	13%
Juvenile Delinquency	26	3%
Domestic Violence	27	3%
Criminal	97	10%
Other	134	14%

How do you identify yourself? (select all that apply)*		
American Indian or Alaska Native	19	2%
Native Hawaiian or Other Pacific Islander	5	1%
Asian	23	2%
White	484	52%
Black or African American	271	29%
Hispanic or Latino	57	6%
Other	47	5%

What is your gender?		
Male	480	55%
Female	395	45%
Total	875	100%

What is your age range?		
Under 20	32	4%
20 - 29	192	22%
30 - 39	194	22%
40 - 49	217	25%
50 - 59	141	16%
60 - 69	81	9%
70 or older	25	3%
Total	882	100%

If you are a party in a court case/legal matter, are you represented by an attorney in the case?		
Yes	180	30%
No	427	70%
Total	607	100%

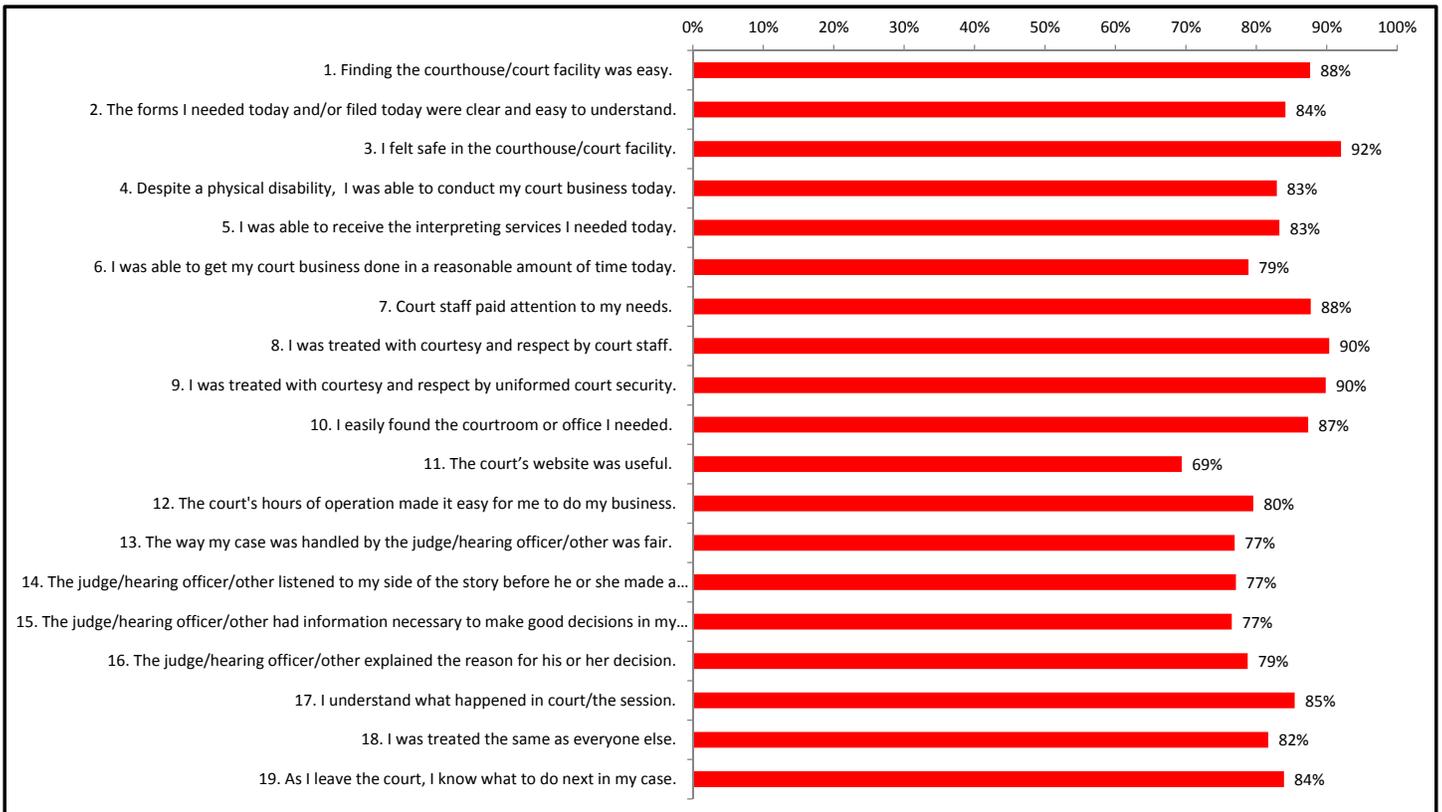
How often are you in this courthouse?		
First time in this courthouse	147	17%
Once a year or less	236	27%
Several times a year	242	28%
Several times a month	237	27%
Total	862	100%

*** Percentage is based on total respondents: 933**

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	42	5%	32	4%	39	4%	315	34%	486	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	32	4%	23	3%	66	9%	284	37%	358	47%	84%
3. I felt safe in the courthouse/court facility.	38	4%	9	1%	26	3%	256	28%	587	64%	92%
4. Despite a physical disability, I was able to conduct my court business today.	27	7%	6	2%	35	9%	133	33%	197	49%	83%
5. I was able to receive the interpreting services I needed today.	22	6%	5	1%	35	9%	109	29%	200	54%	83%
6. I was able to get my court business done in a reasonable amount of time today.	66	8%	41	5%	75	9%	239	28%	441	51%	79%
7. Court staff paid attention to my needs.	49	6%	18	2%	41	5%	254	29%	518	59%	88%
8. I was treated with courtesy and respect by court staff.	41	5%	17	2%	29	3%	236	26%	580	64%	90%
9. I was treated with courtesy and respect by uniformed court security.	41	5%	22	2%	29	3%	239	26%	576	64%	90%
10. I easily found the courtroom or office I needed.	42	5%	30	3%	42	5%	274	30%	514	57%	87%
11. The court's website was useful.	37	8%	25	5%	82	17%	132	28%	195	41%	69%
12. The court's hours of operation made it easy for me to do my business.	44	5%	34	4%	96	11%	268	31%	410	48%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	25	8%	21	6%	29	9%	83	26%	167	51%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	25	8%	17	6%	26	9%	87	29%	142	48%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	24	8%	14	5%	35	11%	90	29%	148	48%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	23	7%	7	2%	36	12%	93	30%	152	49%	79%
17. I understand what happened in court/the session.	19	6%	11	3%	18	5%	102	31%	180	55%	85%
18. I was treated the same as everyone else.	24	7%	15	4%	24	7%	104	30%	177	51%	82%
19. As I leave the court, I know what to do next in my case.	21	6%	10	3%	23	7%	106	32%	176	52%	84%

Percent That Agree or Strongly Agree



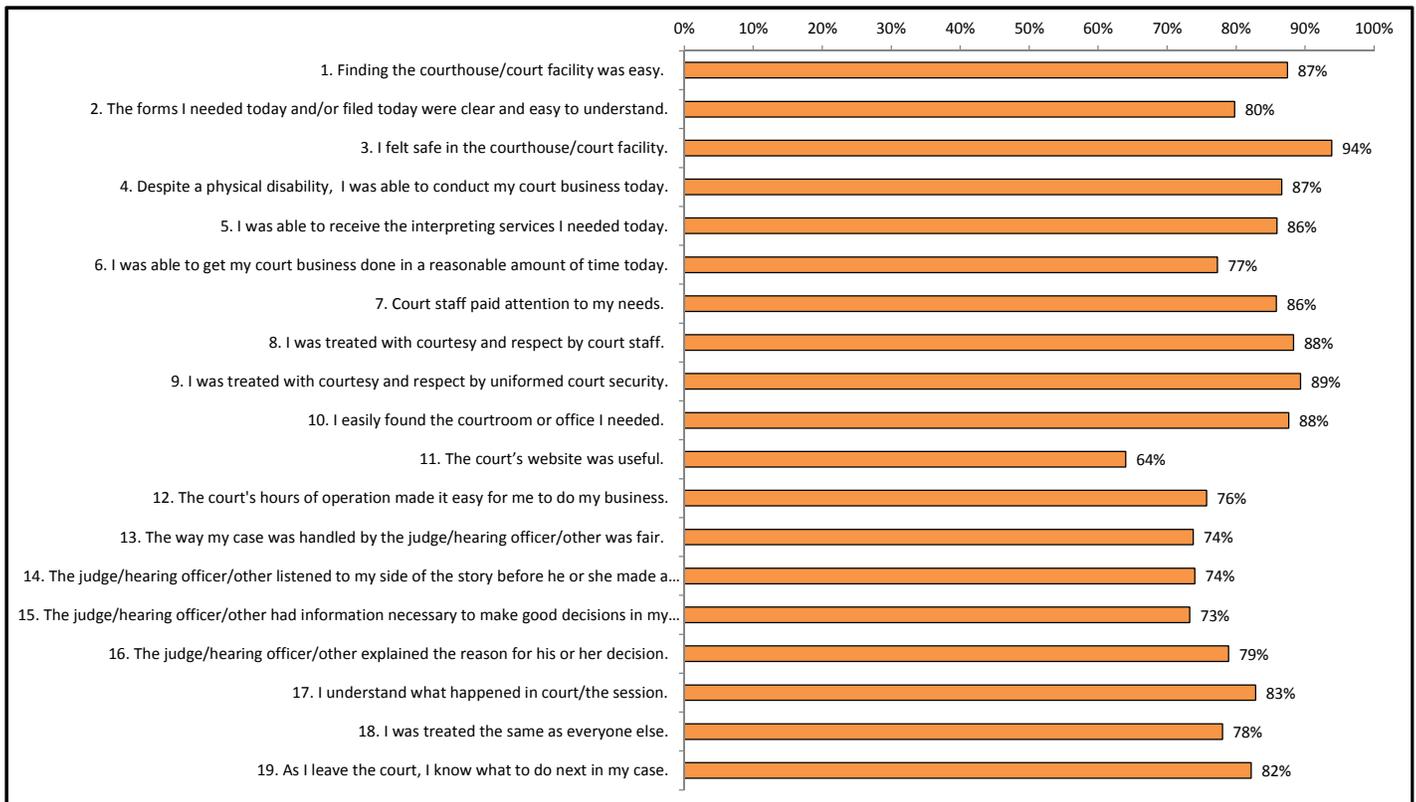
Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

Burlington County

Please select the description that best describes you: a party (plaintiff or defendant) in a court case/legal matter

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	12	3%	15	4%	16	5%	123	36%	177	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	3%	16	5%	36	12%	117	38%	128	42%	80%
3. I felt safe in the courthouse/court facility.	10	3%	3	1%	8	2%	100	29%	221	65%	94%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	1	1%	12	8%	56	36%	80	51%	87%
5. I was able to receive the interpreting services I needed today.	5	4%	2	1%	13	9%	47	33%	75	53%	86%
6. I was able to get my court business done in a reasonable amount of time today.	32	10%	16	5%	28	8%	89	27%	170	51%	77%
7. Court staff paid attention to my needs.	19	6%	7	2%	22	6%	102	30%	189	56%	86%
8. I was treated with courtesy and respect by court staff.	16	5%	7	2%	17	5%	91	27%	212	62%	88%
9. I was treated with courtesy and respect by uniformed court security.	14	4%	8	2%	14	4%	87	26%	215	64%	89%
10. I easily found the courtroom or office I needed.	15	4%	13	4%	14	4%	108	32%	190	56%	88%
11. The court's website was useful.	15	8%	15	8%	38	20%	55	29%	66	35%	64%
12. The court's hours of operation made it easy for me to do my business.	22	7%	14	4%	45	13%	102	31%	151	45%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	11%	10	6%	15	9%	47	28%	77	46%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	12%	7	5%	14	9%	46	30%	68	44%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	16	10%	7	4%	20	12%	48	30%	70	43%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	15	9%	3	2%	17	10%	49	30%	82	49%	79%
17. I understand what happened in court/the session.	12	7%	6	4%	11	7%	56	33%	84	50%	83%
18. I was treated the same as everyone else.	16	9%	8	5%	14	8%	50	29%	85	49%	78%
19. As I leave the court, I know what to do next in my case.	14	8%	1	1%	16	9%	52	30%	91	52%	82%

Percent That Agree or Strongly Agree



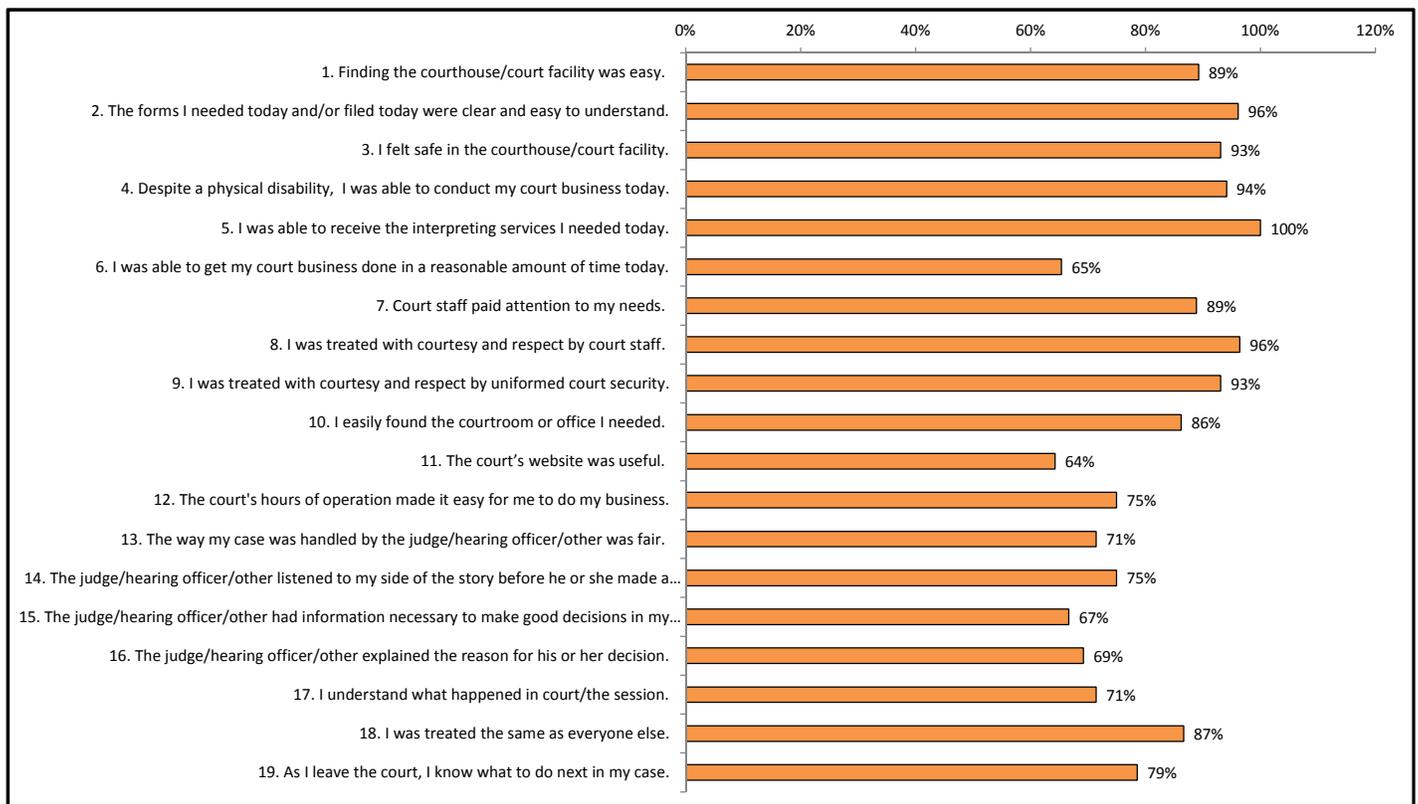
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	2	7%	1	4%	10	36%	15	54%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	4%	12	46%	13	50%	96%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	7%	9	31%	18	62%	93%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	6%	0	0%	5	29%	11	65%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	0	0%	6	43%	8	57%	100%
6. I was able to get my court business done in a reasonable amount of time today.	4	15%	4	15%	1	4%	8	31%	9	35%	65%
7. Court staff paid attention to my needs.	0	0%	2	7%	1	4%	12	44%	12	44%	89%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	4%	11	39%	16	57%	96%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	3%	1	3%	10	34%	17	59%	93%
10. I easily found the courtroom or office I needed.	0	0%	1	3%	3	10%	11	38%	14	48%	86%
11. The court's website was useful.	1	7%	0	0%	4	29%	3	21%	6	43%	64%
12. The court's hours of operation made it easy for me to do my business.	1	4%	2	7%	4	14%	7	25%	14	50%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	2	14%	2	14%	1	7%	9	64%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	17%	1	8%	3	25%	6	50%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	8%	3	25%	3	25%	5	42%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	2	15%	2	15%	4	31%	5	38%	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.	0	0%	2	13%	0	0%	6	40%	7	47%	87%
19. As I leave the court, I know what to do next in my case.	0	0%	3	21%	0	0%	5	36%	6	43%	79%

Percent That Agree or Strongly Agree

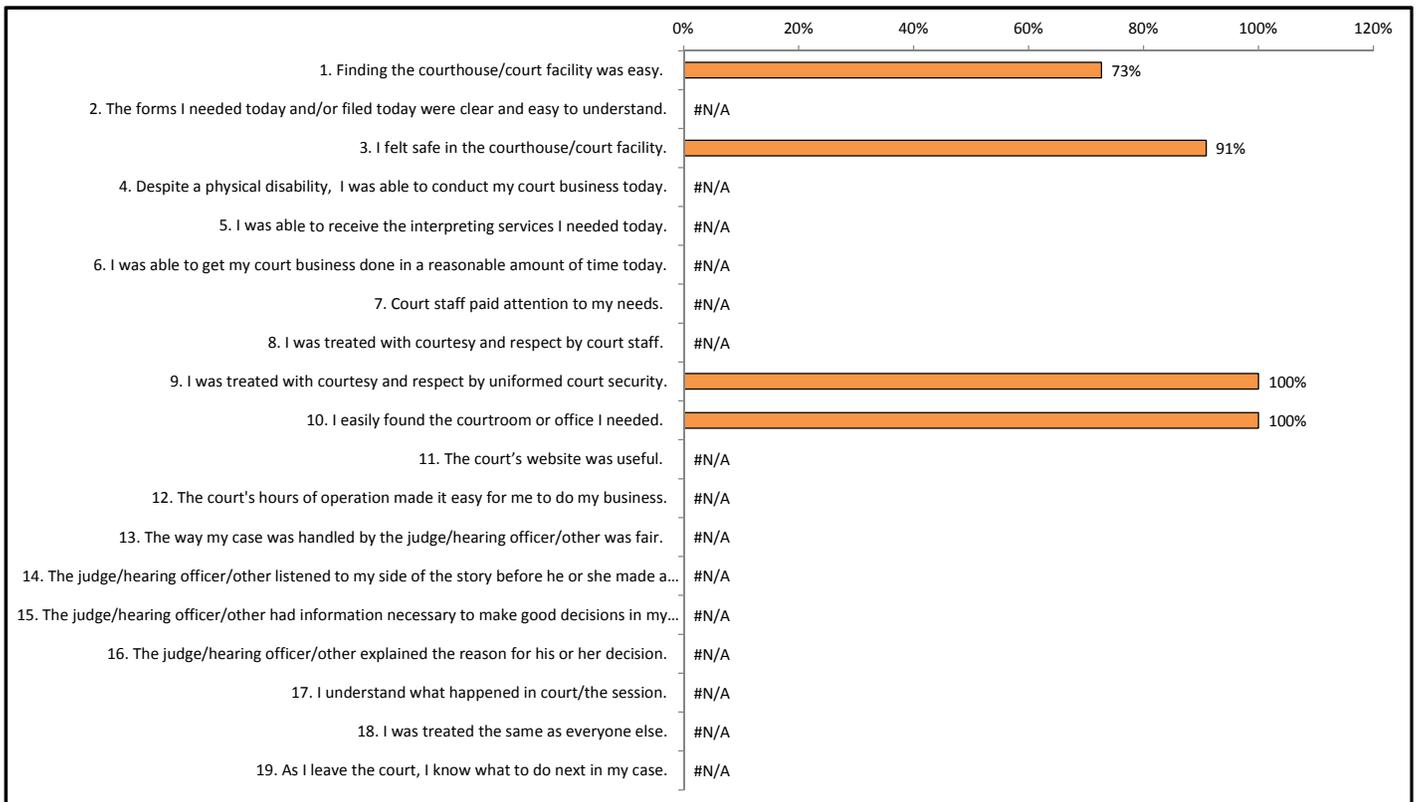


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	9%	1	9%	1	9%	4	36%	4	36%	73%
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	1	9%	0	0%	0	0%	3	27%	7	64%	91%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#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.	0	0%	0	0%	0	0%	3	27%	8	73%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	4	40%	6	60%	100%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

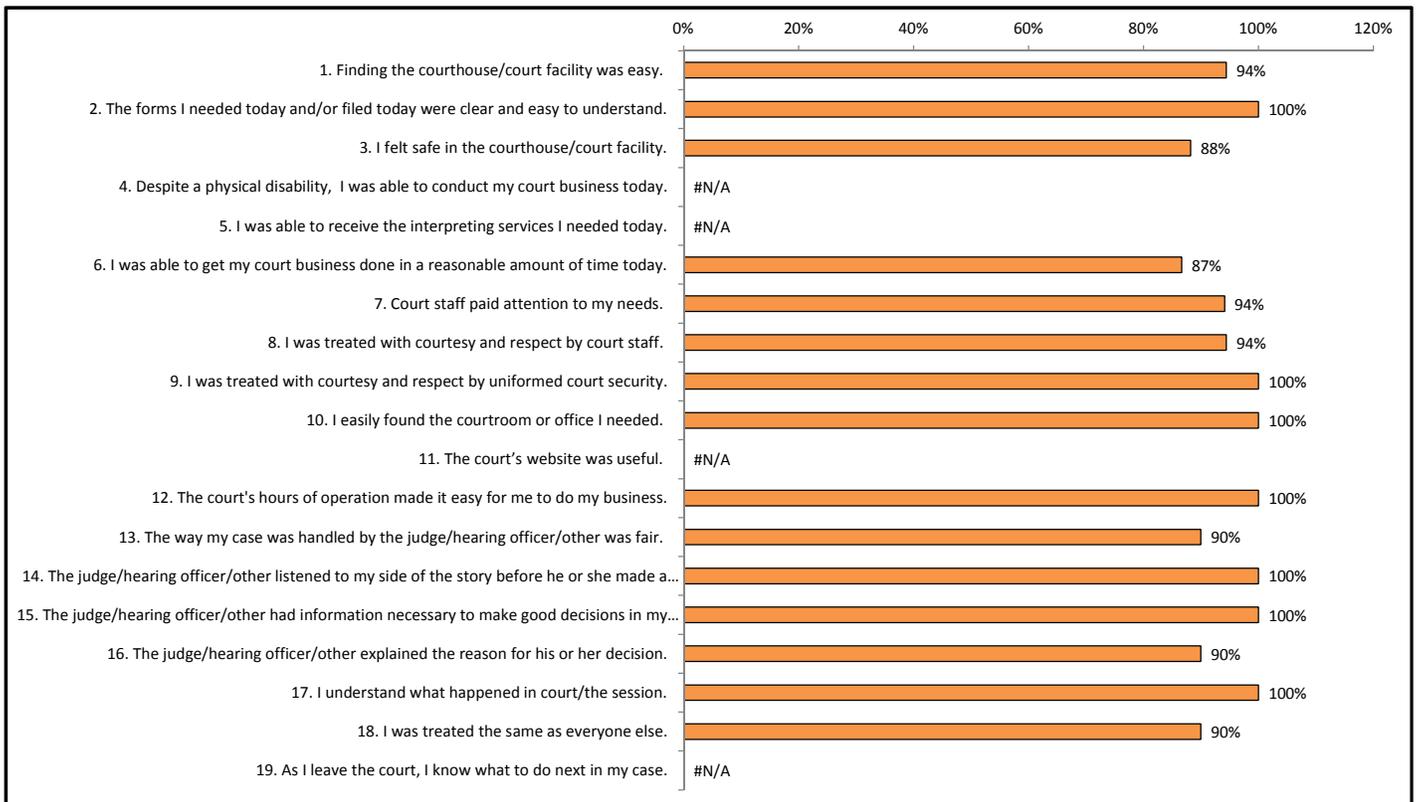


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington 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%	1	6%	5	28%	12	67%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	0	0%	6	46%	7	54%	100%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	12%	3	18%	12	71%	88%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	2	13%	4	27%	9	60%	87%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	6%	4	24%	12	71%	94%
8. I was treated with courtesy and respect by court staff.	0	0%	1	6%	0	0%	4	22%	13	72%	94%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	24%	13	76%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	5	29%	12	71%	100%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	0	0%	5	29%	12	71%	100%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	10%	0	0%	0	0%	9	90%	90%
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%	2	20%	8	80%	100%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	0	0%	2	20%	8	80%	100%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	10%	2	20%	7	70%	90%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	1	10%	9	90%	100%
18. I was treated the same as everyone else.	0	0%	1	10%	0	0%	1	10%	8	80%	90%
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

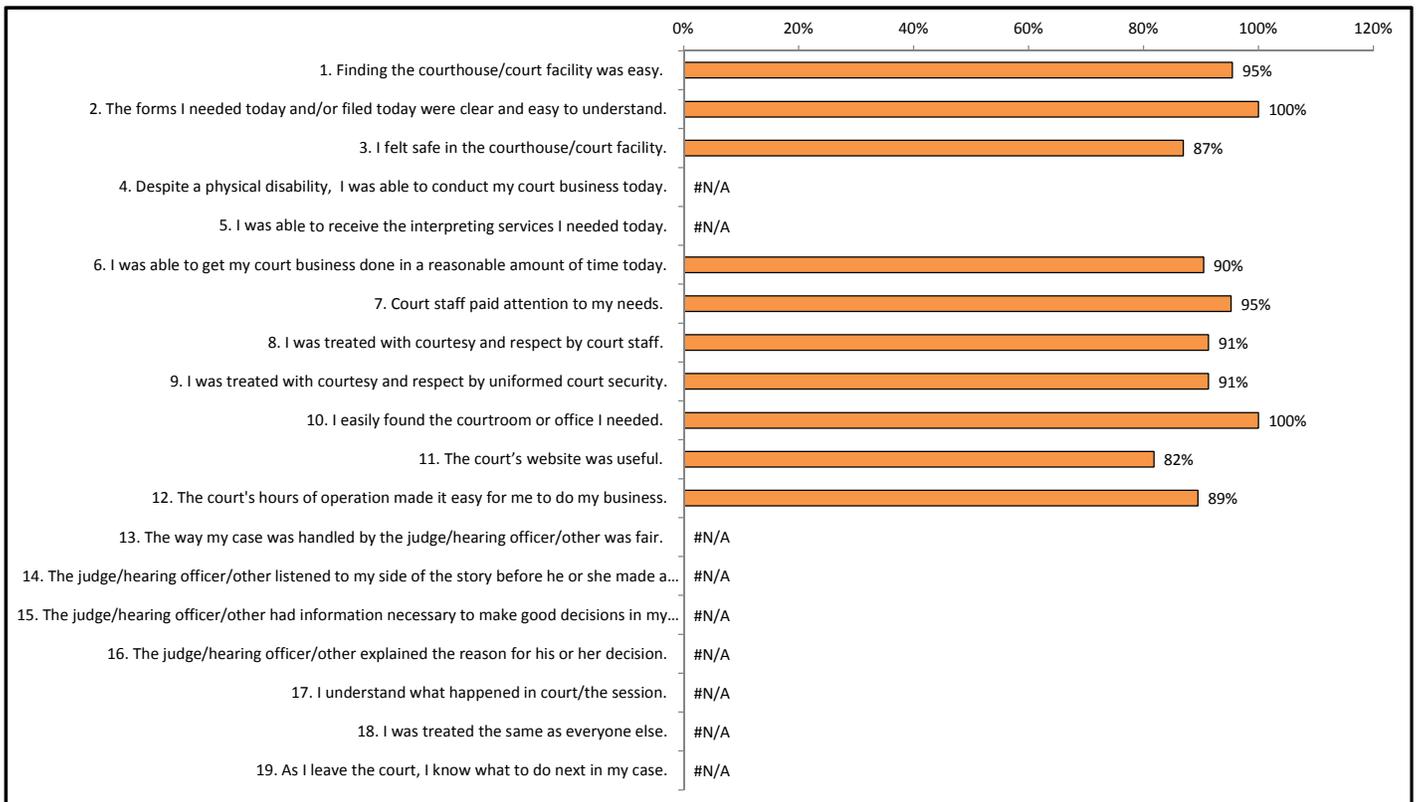


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	5%	0	0%	0	0%	7	32%	14	64%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	0	0%	7	44%	9	56%	100%
3. I felt safe in the courthouse/court facility.	3	13%	0	0%	0	0%	6	26%	14	61%	87%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	1	5%	1	5%	8	38%	11	52%	90%
7. Court staff paid attention to my needs.	1	5%	0	0%	0	0%	8	38%	12	57%	95%
8. I was treated with courtesy and respect by court staff.	2	9%	0	0%	0	0%	7	30%	14	61%	91%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	0	0%	1	4%	9	39%	12	52%	91%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	8	38%	13	62%	100%
11. The court's website was useful.	1	9%	1	9%	0	0%	3	27%	6	55%	82%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	2	11%	9	47%	8	42%	89%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

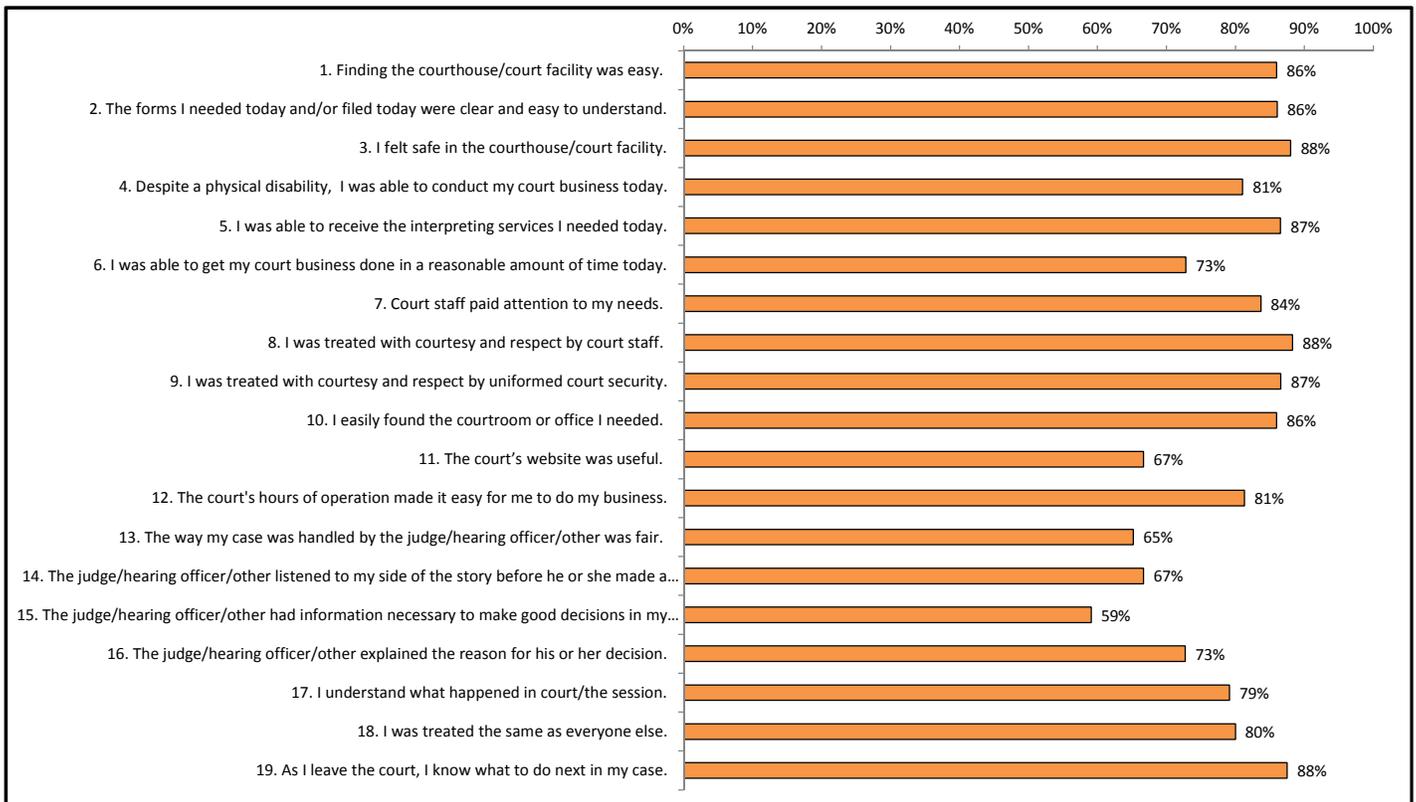


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington 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.	5	5%	2	2%	7	7%	38	38%	48	48%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	6%	1	1%	5	6%	31	39%	37	47%	86%
3. I felt safe in the courthouse/court facility.	6	6%	1	1%	5	5%	32	32%	56	56%	88%
4. Despite a physical disability, I was able to conduct my court business today.	4	7%	1	2%	6	10%	18	31%	29	50%	81%
5. I was able to receive the interpreting services I needed today.	4	8%	0	0%	3	6%	15	29%	30	58%	87%
6. I was able to get my court business done in a reasonable amount of time today.	11	12%	6	7%	8	9%	29	32%	38	41%	73%
7. Court staff paid attention to my needs.	9	10%	2	2%	4	4%	29	32%	48	52%	84%
8. I was treated with courtesy and respect by court staff.	6	6%	2	2%	3	3%	26	28%	57	61%	88%
9. I was treated with courtesy and respect by uniformed court security.	4	4%	5	5%	4	4%	30	31%	54	56%	87%
10. I easily found the courtroom or office I needed.	5	5%	4	4%	5	5%	29	29%	57	57%	86%
11. The court's website was useful.	7	14%	2	4%	8	16%	9	18%	25	49%	67%
12. The court's hours of operation made it easy for me to do my business.	5	5%	5	5%	7	8%	34	37%	40	44%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	9%	2	9%	4	17%	7	30%	8	35%	65%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	19%	1	5%	2	10%	8	38%	6	29%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	9%	3	14%	4	18%	7	32%	6	27%	59%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	2	9%	3	14%	8	36%	8	36%	73%
17. I understand what happened in court/the session.	3	13%	1	4%	1	4%	9	38%	10	42%	79%
18. I was treated the same as everyone else.	2	8%	2	8%	1	4%	9	36%	11	44%	80%
19. As I leave the court, I know what to do next in my case.	3	13%	0	0%	0	0%	12	50%	9	38%	88%

Percent That Agree or Strongly Agree

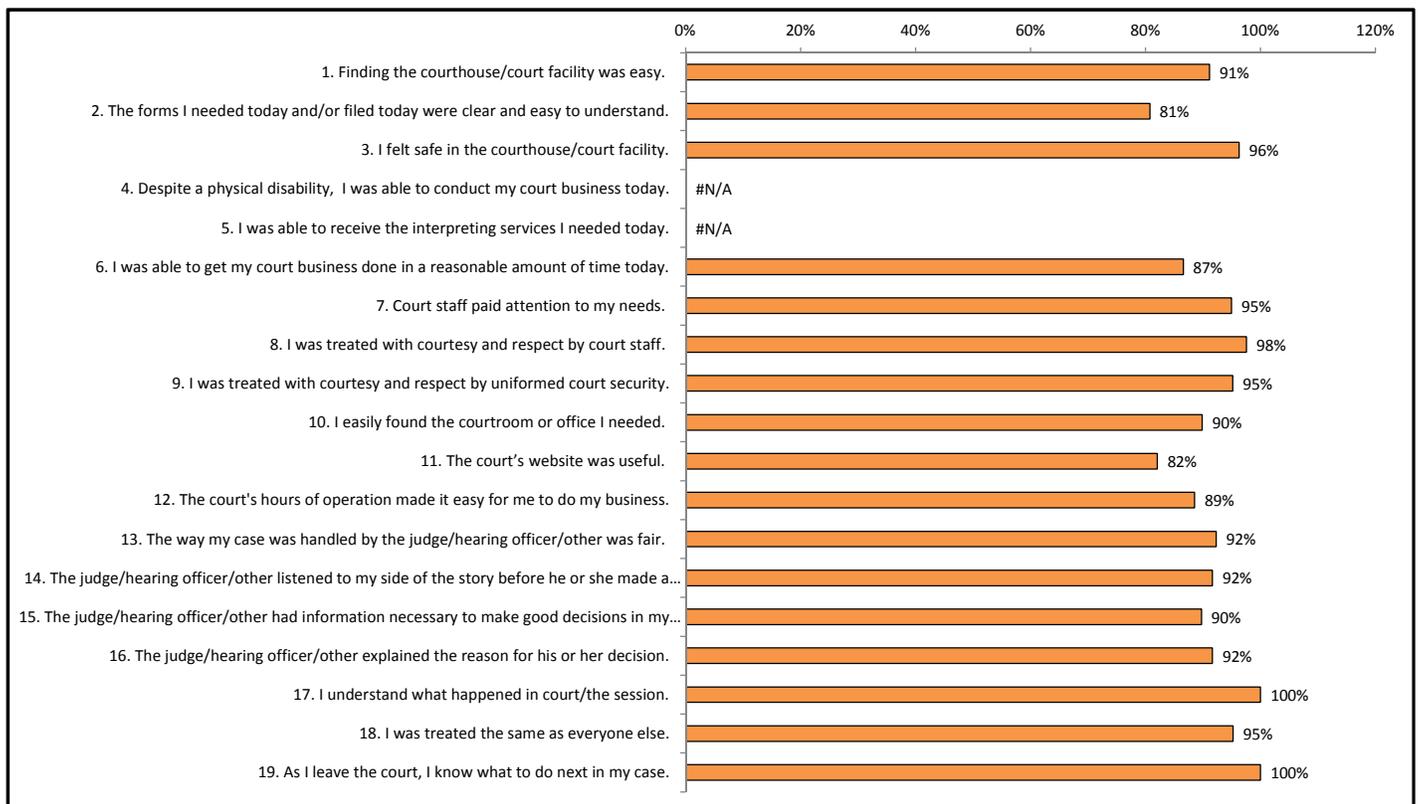


Burlington County

Please select the description that best describes you: private attorney

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	1%	3	4%	3	4%	15	19%	57	72%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	2	4%	6	12%	11	21%	31	60%	81%
3. I felt safe in the courthouse/court facility.	0	0%	1	1%	2	2%	11	14%	67	83%	96%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	3	4%	8	10%	21	26%	50	61%	87%
7. Court staff paid attention to my needs.	0	0%	2	3%	2	3%	21	26%	55	69%	95%
8. I was treated with courtesy and respect by court staff.	1	1%	1	1%	0	0%	17	20%	64	77%	98%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	1%	3	4%	14	17%	65	78%	95%
10. I easily found the courtroom or office I needed.	2	3%	3	4%	3	4%	17	22%	54	68%	90%
11. The court's website was useful.	0	0%	3	8%	4	10%	15	38%	17	44%	82%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	1%	7	10%	18	26%	44	63%	89%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	3%	2	5%	8	21%	28	72%	92%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	6%	1	3%	10	28%	23	64%	92%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	3%	3	8%	10	26%	25	64%	90%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	3	8%	10	28%	23	64%	92%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	10	25%	30	75%	100%
18. I was treated the same as everyone else.	0	0%	1	2%	1	2%	12	29%	28	67%	95%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	14	34%	27	66%	100%

Percent That Agree or Strongly Agree

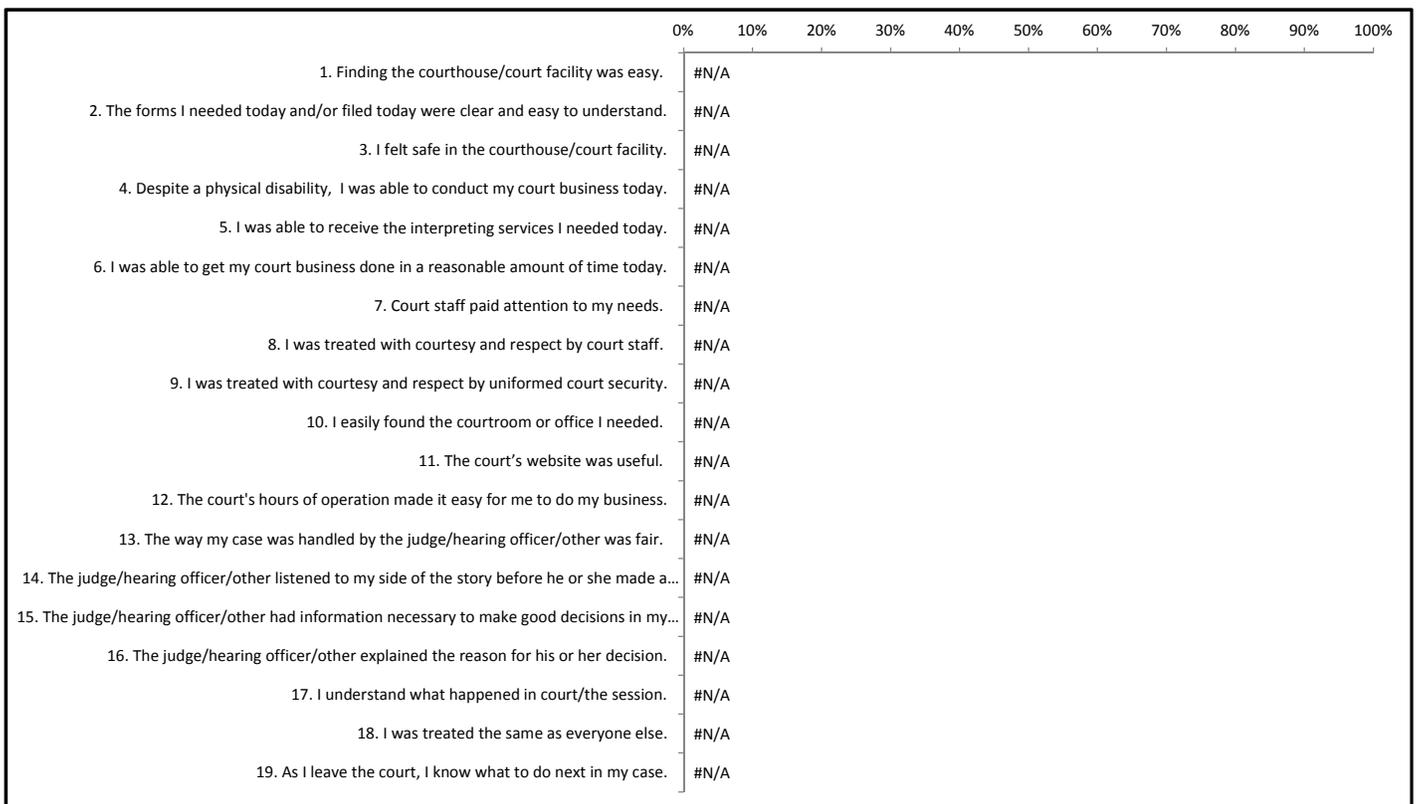


Burlington County

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

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

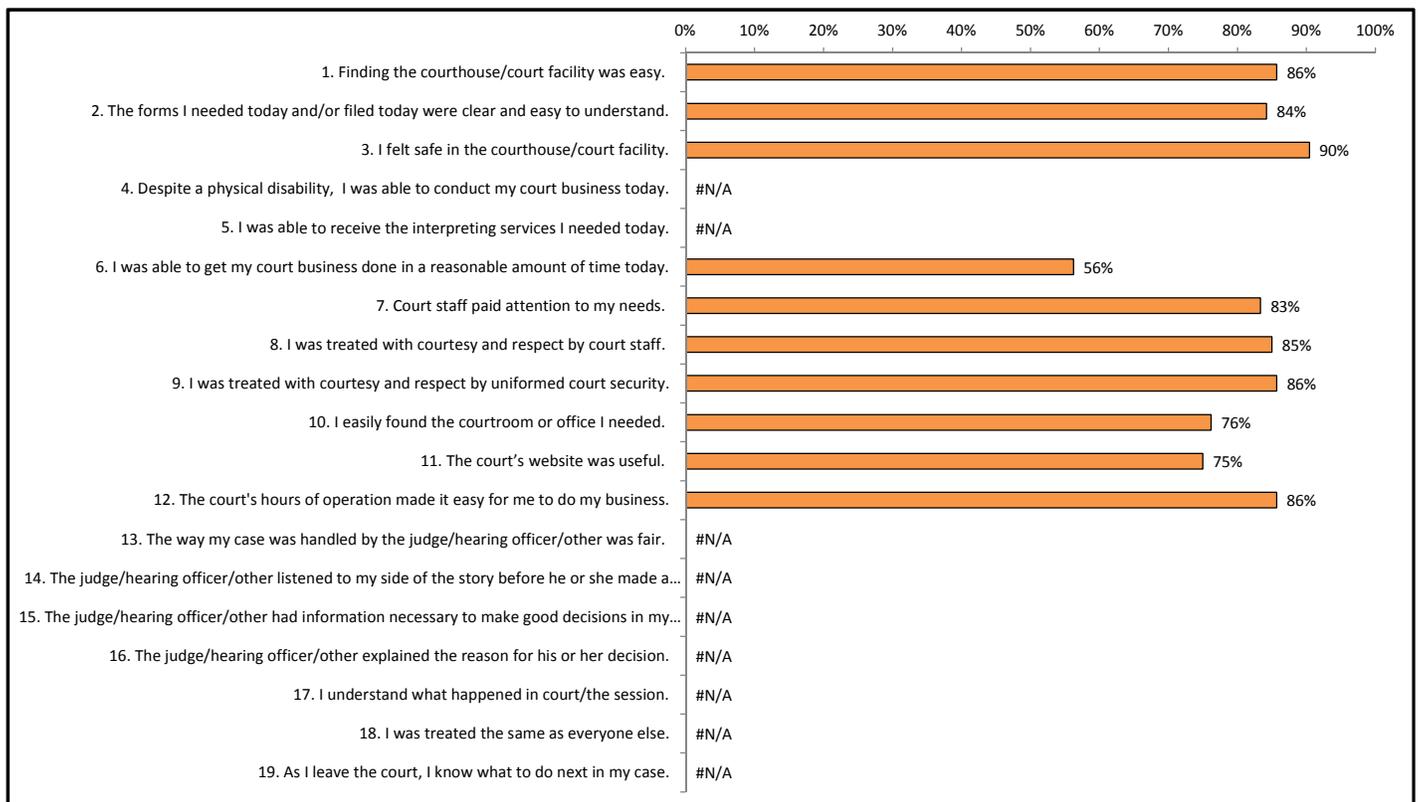


Burlington County

Please select the description that best describes you: juror

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	5%	1	5%	1	5%	6	29%	12	57%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	1	5%	1	5%	4	21%	12	63%	84%
3. I felt safe in the courthouse/court facility.	1	5%	1	5%	0	0%	6	29%	13	62%	90%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	3	19%	4	25%	3	19%	6	38%	56%
7. Court staff paid attention to my needs.	1	6%	1	6%	1	6%	4	22%	11	61%	83%
8. I was treated with courtesy and respect by court staff.	2	10%	1	5%	0	0%	2	10%	15	75%	85%
9. I was treated with courtesy and respect by uniformed court security.	1	5%	2	10%	0	0%	6	29%	12	57%	86%
10. I easily found the courtroom or office I needed.	2	10%	1	5%	2	10%	5	24%	11	52%	76%
11. The court's website was useful.	0	0%	1	8%	2	17%	4	33%	5	42%	75%
12. The court's hours of operation made it easy for me to do my business.	0	0%	2	14%	0	0%	5	36%	7	50%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

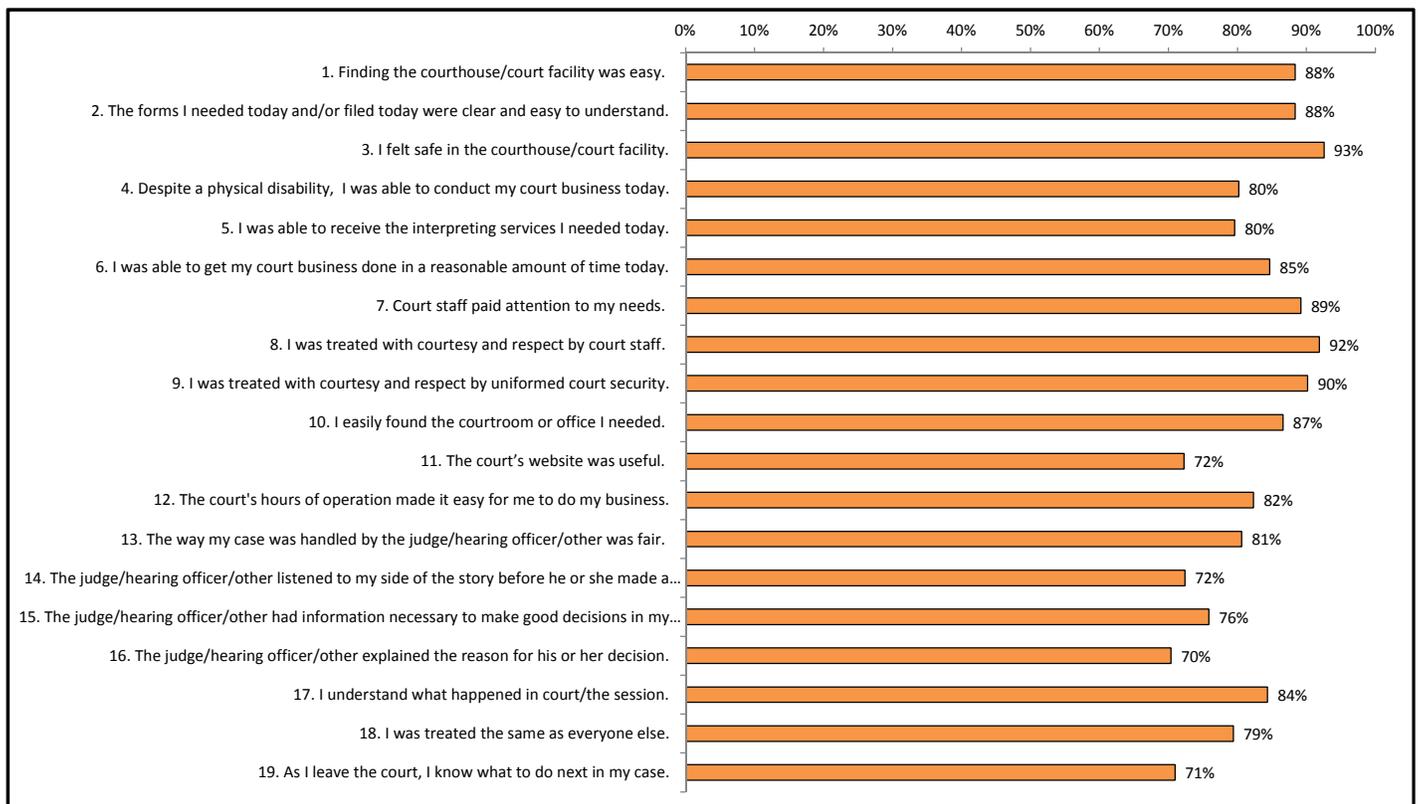


Burlington County

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%	5	2%	77	36%	113	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	5%	1	1%	11	6%	64	35%	96	53%	88%
3. I felt safe in the courthouse/court facility.	11	5%	1	0%	4	2%	65	30%	134	62%	93%
4. Despite a physical disability, I was able to conduct my court business today.	9	9%	1	1%	10	10%	27	27%	54	53%	80%
5. I was able to receive the interpreting services I needed today.	8	8%	1	1%	11	11%	22	22%	56	57%	80%
6. I was able to get my court business done in a reasonable amount of time today.	12	6%	3	2%	15	8%	52	27%	114	58%	85%
7. Court staff paid attention to my needs.	12	6%	3	1%	7	3%	48	24%	134	66%	89%
8. I was treated with courtesy and respect by court staff.	8	4%	3	1%	6	3%	52	25%	141	67%	92%
9. I was treated with courtesy and respect by uniformed court security.	14	7%	3	1%	4	2%	56	26%	137	64%	90%
10. I easily found the courtroom or office I needed.	12	6%	5	2%	11	5%	60	29%	121	58%	87%
11. The court's website was useful.	7	7%	3	3%	18	18%	24	24%	49	49%	72%
12. The court's hours of operation made it easy for me to do my business.	10	5%	6	3%	19	10%	63	32%	100	51%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	1	3%	4	13%	11	35%	14	45%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	3%	1	3%	6	21%	7	24%	14	48%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	1	3%	4	14%	7	24%	15	52%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	0	0%	6	22%	7	26%	12	44%	70%
17. I understand what happened in court/the session.	1	3%	0	0%	4	13%	8	25%	19	59%	84%
18. I was treated the same as everyone else.	2	6%	0	0%	5	15%	10	29%	17	50%	79%
19. As I leave the court, I know what to do next in my case.	1	3%	4	13%	4	13%	6	19%	16	52%	71%

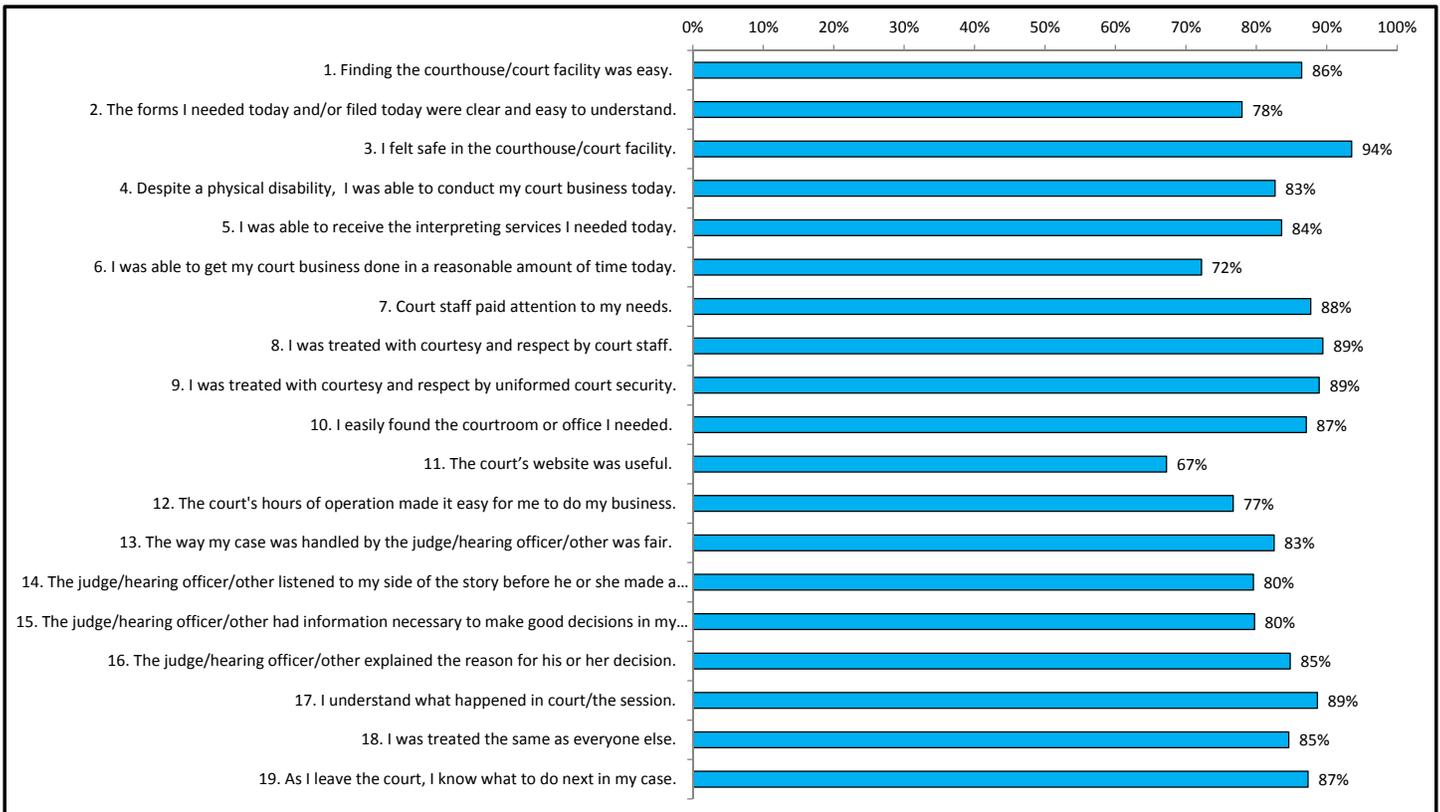
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington 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.	7	3%	8	4%	14	7%	65	30%	120	56%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	7	4%	26	15%	63	38%	68	40%	78%
3. I felt safe in the courthouse/court facility.	8	4%	2	1%	4	2%	52	24%	151	70%	94%
4. Despite a physical disability, I was able to conduct my court business today.	6	8%	0	0%	7	9%	31	41%	31	41%	83%
5. I was able to receive the interpreting services I needed today.	4	7%	0	0%	6	10%	17	28%	34	56%	84%
6. I was able to get my court business done in a reasonable amount of time today.	18	8%	15	7%	27	13%	57	26%	99	46%	72%
7. Court staff paid attention to my needs.	11	5%	4	2%	11	5%	70	33%	116	55%	88%
8. I was treated with courtesy and respect by court staff.	12	6%	5	2%	6	3%	58	27%	137	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	6	3%	12	6%	45	21%	148	68%	89%
10. I easily found the courtroom or office I needed.	11	5%	6	3%	11	5%	67	31%	122	56%	87%
11. The court's website was useful.	10	9%	5	4%	22	19%	29	26%	47	42%	67%
12. The court's hours of operation made it easy for me to do my business.	13	6%	8	4%	26	13%	60	30%	95	47%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	7%	7	4%	11	7%	41	25%	96	58%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	9%	7	5%	10	7%	38	26%	79	54%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	7%	5	3%	16	10%	39	25%	87	55%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	6%	1	1%	14	9%	43	27%	91	58%	85%
17. I understand what happened in court/the session.	7	4%	5	3%	7	4%	50	30%	99	59%	89%
18. I was treated the same as everyone else.	9	5%	6	4%	11	7%	46	27%	97	57%	85%
19. As I leave the court, I know what to do next in my case.	8	5%	2	1%	11	7%	50	30%	95	57%	87%

Percent That Agree or Strongly Agree

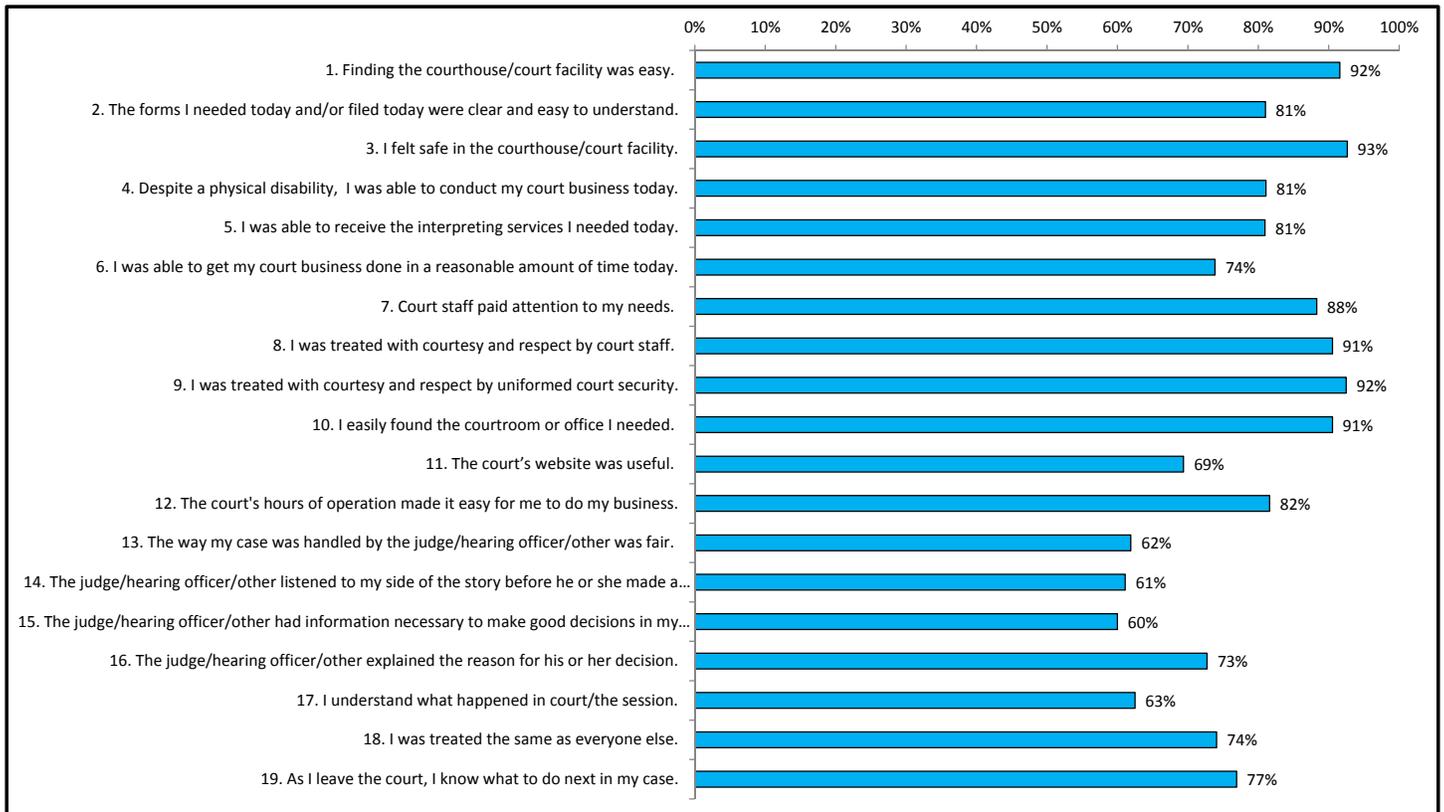


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	4%	2	2%	2	2%	40	42%	47	49%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	1	1%	11	14%	24	30%	40	51%	81%
3. I felt safe in the courthouse/court facility.	3	3%	0	0%	4	4%	27	28%	61	64%	93%
4. Despite a physical disability, I was able to conduct my court business today.	4	11%	0	0%	3	8%	6	16%	24	65%	81%
5. I was able to receive the interpreting services I needed today.	4	10%	1	2%	3	7%	9	21%	25	60%	81%
6. I was able to get my court business done in a reasonable amount of time today.	10	11%	5	6%	8	9%	19	22%	46	52%	74%
7. Court staff paid attention to my needs.	6	6%	2	2%	3	3%	24	26%	59	63%	88%
8. I was treated with courtesy and respect by court staff.	4	4%	2	2%	3	3%	22	23%	64	67%	91%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	1	1%	1	1%	30	32%	56	60%	92%
10. I easily found the courtroom or office I needed.	4	4%	1	1%	4	4%	32	34%	54	57%	91%
11. The court's website was useful.	4	8%	4	8%	7	14%	13	27%	21	43%	69%
12. The court's hours of operation made it easy for me to do my business.	5	6%	2	2%	9	10%	26	30%	45	52%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	24%	0	0%	3	14%	5	24%	8	38%	62%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	22%	0	0%	3	17%	4	22%	7	39%	61%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	20%	0	0%	4	20%	4	20%	8	40%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	0	0%	3	14%	6	27%	10	45%	73%
17. I understand what happened in court/the session.	3	13%	2	8%	4	17%	6	25%	9	38%	63%
18. I was treated the same as everyone else.	2	7%	0	0%	5	19%	7	26%	13	48%	74%
19. As I leave the court, I know what to do next in my case.	2	8%	2	8%	2	8%	7	27%	13	50%	77%

Percent That Agree or Strongly Agree

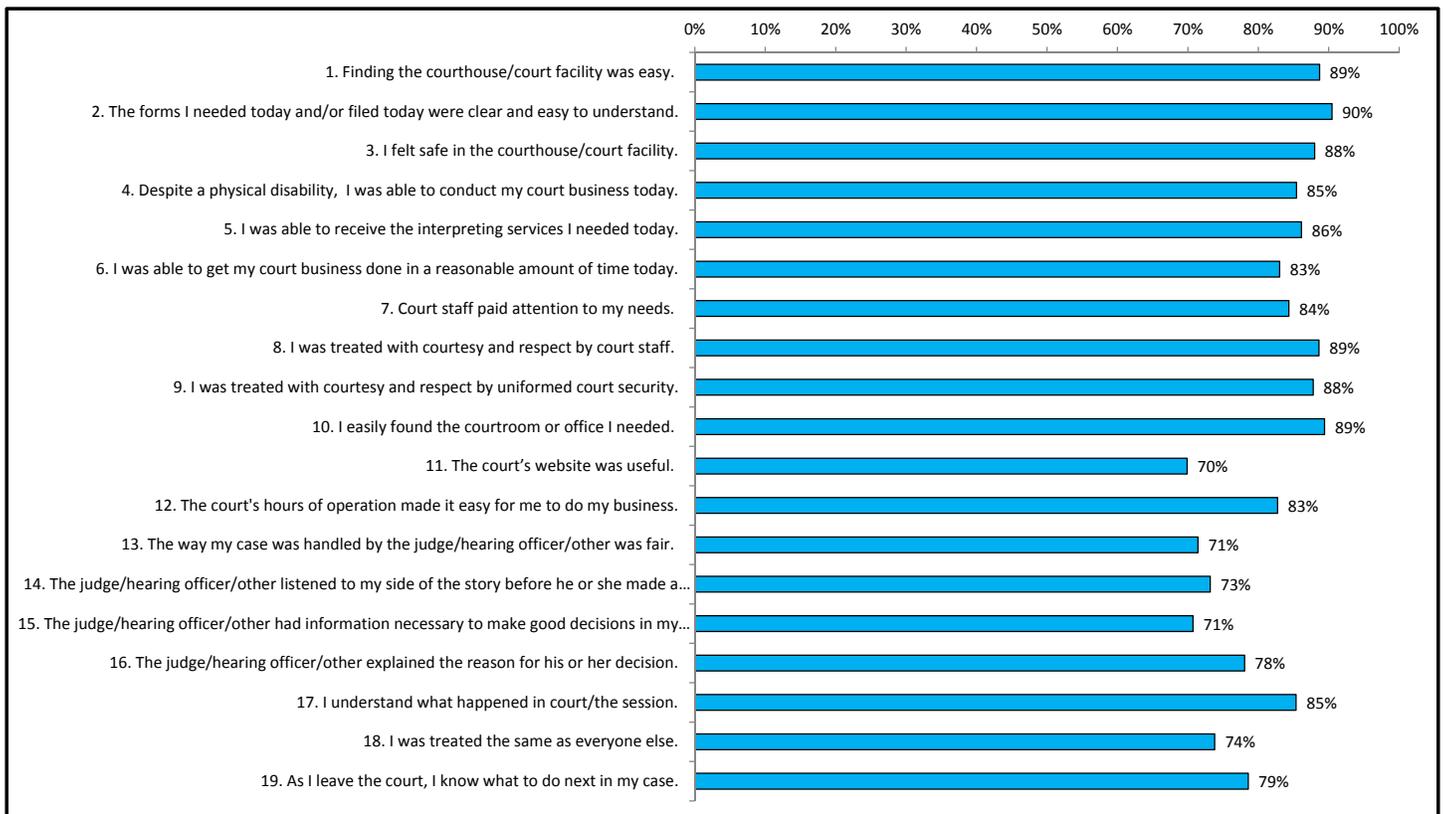


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	6%	5	3%	5	3%	56	32%	101	57%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	5%	2	1%	5	3%	49	33%	84	57%	90%
3. I felt safe in the courthouse/court facility.	11	6%	2	1%	8	5%	50	29%	104	59%	88%
4. Despite a physical disability, I was able to conduct my court business today.	6	6%	1	1%	8	8%	30	29%	58	56%	85%
5. I was able to receive the interpreting services I needed today.	4	4%	1	1%	9	9%	33	33%	54	53%	86%
6. I was able to get my court business done in a reasonable amount of time today.	11	7%	4	2%	13	8%	48	29%	89	54%	83%
7. Court staff paid attention to my needs.	9	5%	3	2%	14	8%	48	29%	92	55%	84%
8. I was treated with courtesy and respect by court staff.	9	5%	3	2%	7	4%	48	29%	100	60%	89%
9. I was treated with courtesy and respect by uniformed court security.	10	6%	4	2%	7	4%	48	28%	103	60%	88%
10. I easily found the courtroom or office I needed.	8	5%	3	2%	7	4%	52	31%	100	59%	89%
11. The court's website was useful.	8	9%	3	3%	17	18%	25	27%	40	43%	70%
12. The court's hours of operation made it easy for me to do my business.	9	5%	6	4%	14	8%	54	32%	85	51%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	2%	5	12%	6	14%	8	19%	22	52%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	4	10%	6	15%	11	27%	19	46%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	5%	5	12%	5	12%	10	24%	19	46%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	7%	2	5%	4	10%	11	27%	21	51%	78%
17. I understand what happened in court/the session.	1	2%	1	2%	4	10%	13	32%	22	54%	85%
18. I was treated the same as everyone else.	4	10%	2	5%	5	12%	12	29%	19	45%	74%
19. As I leave the court, I know what to do next in my case.	3	7%	1	2%	5	12%	10	24%	23	55%	79%

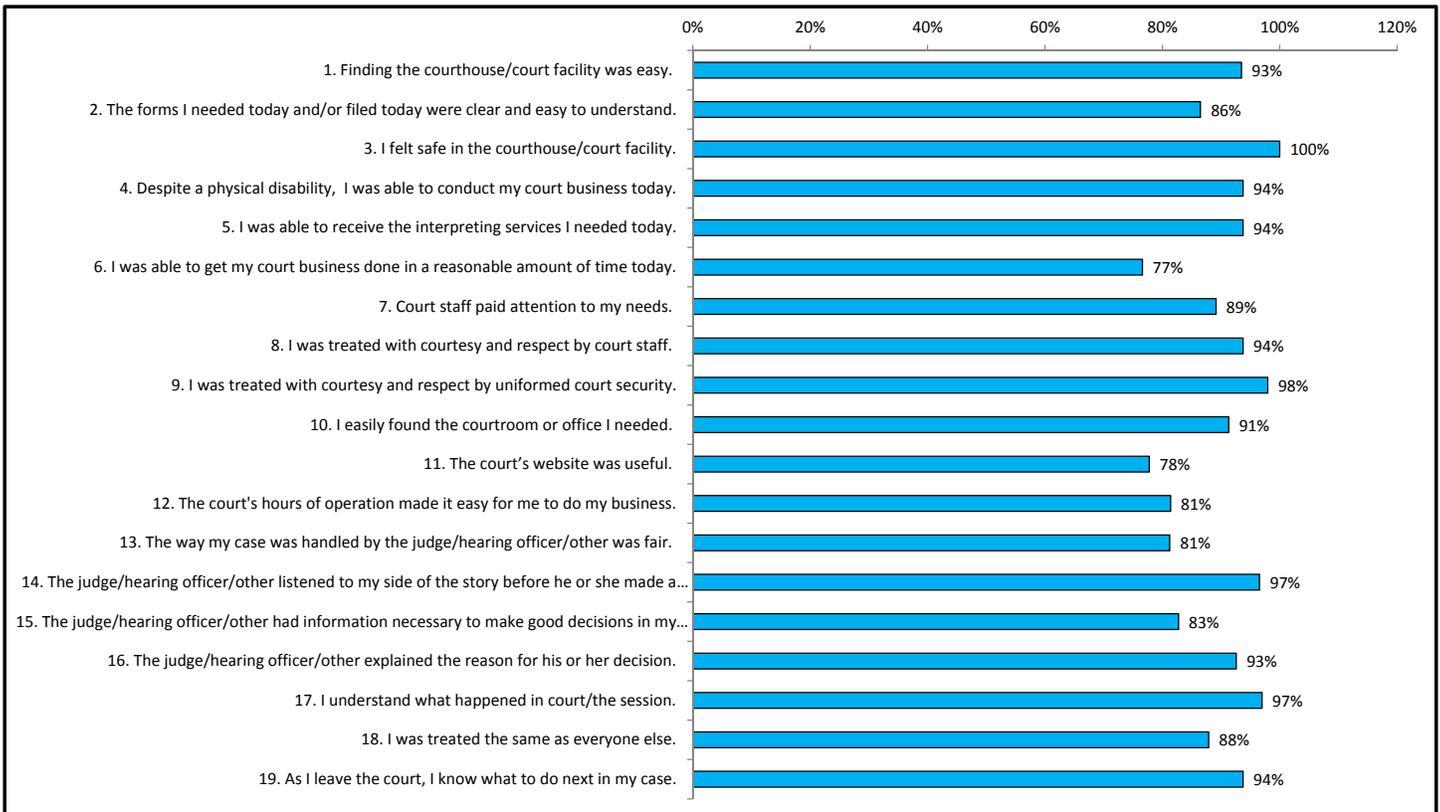
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	2	4%	1	2%	20	43%	23	50%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	3	8%	2	5%	17	46%	15	41%	86%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	16	33%	32	67%	100%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	6%	8	50%	7	44%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	6%	6	38%	9	56%	94%
6. I was able to get my court business done in a reasonable amount of time today.	4	9%	3	6%	4	9%	19	40%	17	36%	77%
7. Court staff paid attention to my needs.	3	7%	0	0%	2	4%	16	35%	25	54%	89%
8. I was treated with courtesy and respect by court staff.	1	2%	1	2%	1	2%	14	29%	31	65%	94%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	0	0%	0	0%	20	41%	28	57%	98%
10. I easily found the courtroom or office I needed.	0	0%	4	9%	0	0%	16	35%	26	57%	91%
11. The court's website was useful.	1	6%	0	0%	3	17%	8	44%	6	33%	78%
12. The court's hours of operation made it easy for me to do my business.	2	5%	1	2%	5	12%	17	40%	18	42%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	1	3%	4	13%	12	38%	14	44%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	3%	0	0%	0	0%	17	59%	11	38%	97%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	1	3%	2	7%	15	52%	9	31%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	2	7%	16	59%	9	33%	93%
17. I understand what happened in court/the session.	1	3%	0	0%	0	0%	13	39%	19	58%	97%
18. I was treated the same as everyone else.	2	6%	0	0%	2	6%	13	39%	16	48%	88%
19. As I leave the court, I know what to do next in my case.	0	0%	1	3%	1	3%	14	44%	16	50%	94%

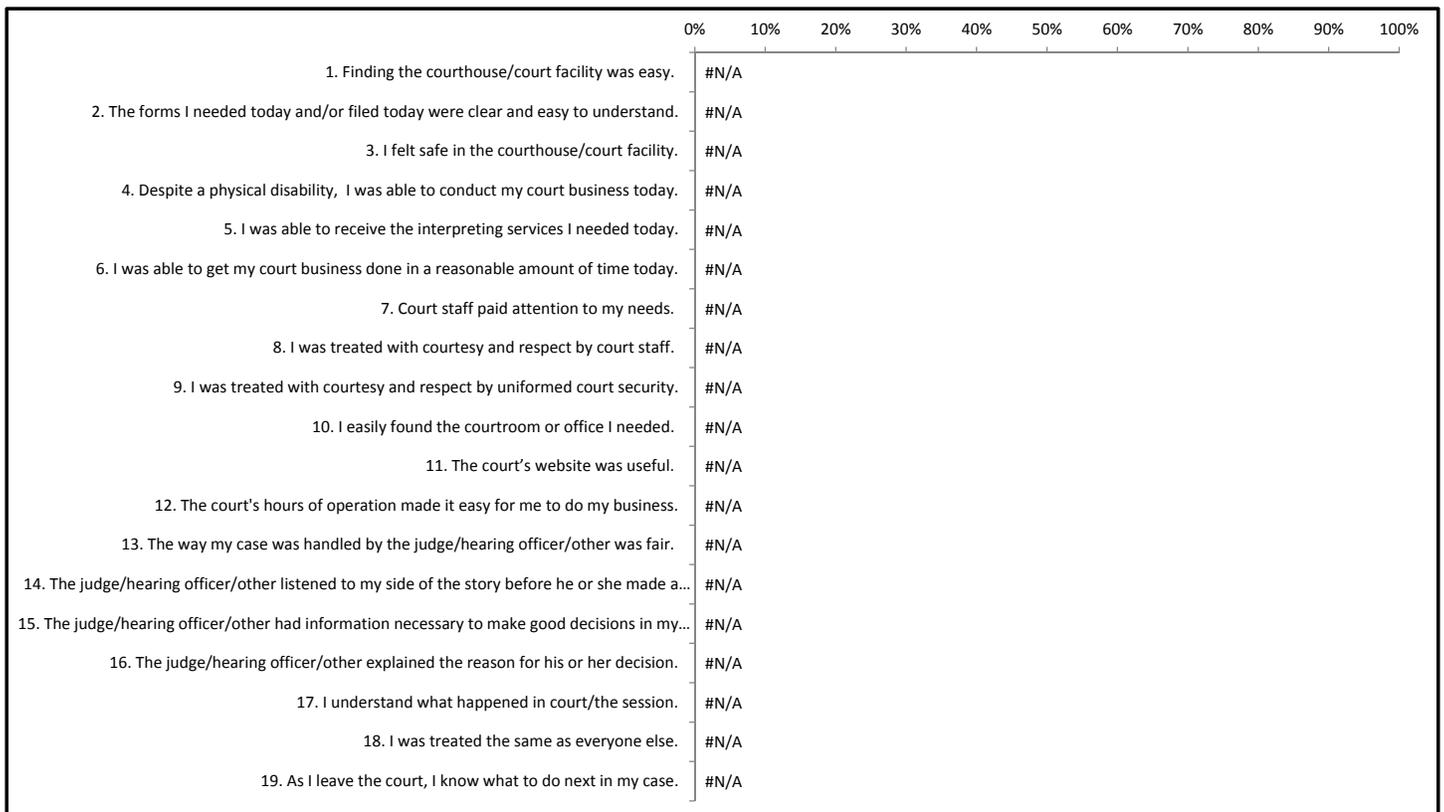
Percent That Agree or Strongly Agree



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

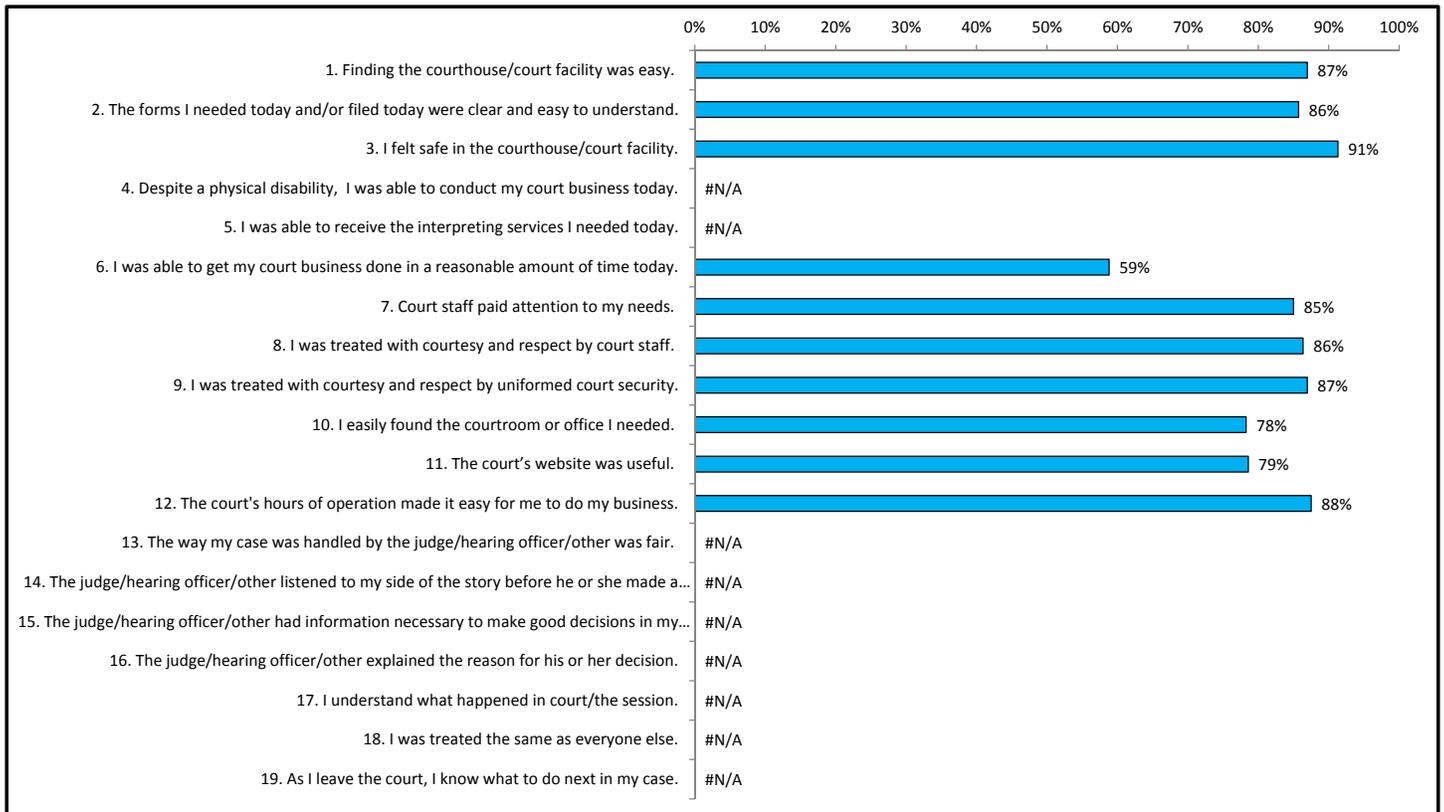


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	4%	1	4%	1	4%	7	30%	13	57%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	1	5%	1	5%	5	24%	13	62%	86%
3. I felt safe in the courthouse/court facility.	1	4%	1	4%	0	0%	7	30%	14	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	3	18%	4	24%	3	18%	7	41%	59%
7. Court staff paid attention to my needs.	1	5%	1	5%	1	5%	5	25%	12	60%	85%
8. I was treated with courtesy and respect by court staff.	2	9%	1	5%	0	0%	3	14%	16	73%	86%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	2	9%	0	0%	7	30%	13	57%	87%
10. I easily found the courtroom or office I needed.	2	9%	1	4%	2	9%	6	26%	12	52%	78%
11. The court's website was useful.	0	0%	1	7%	2	14%	5	36%	6	43%	79%
12. The court's hours of operation made it easy for me to do my business.	0	0%	2	13%	0	0%	6	38%	8	50%	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

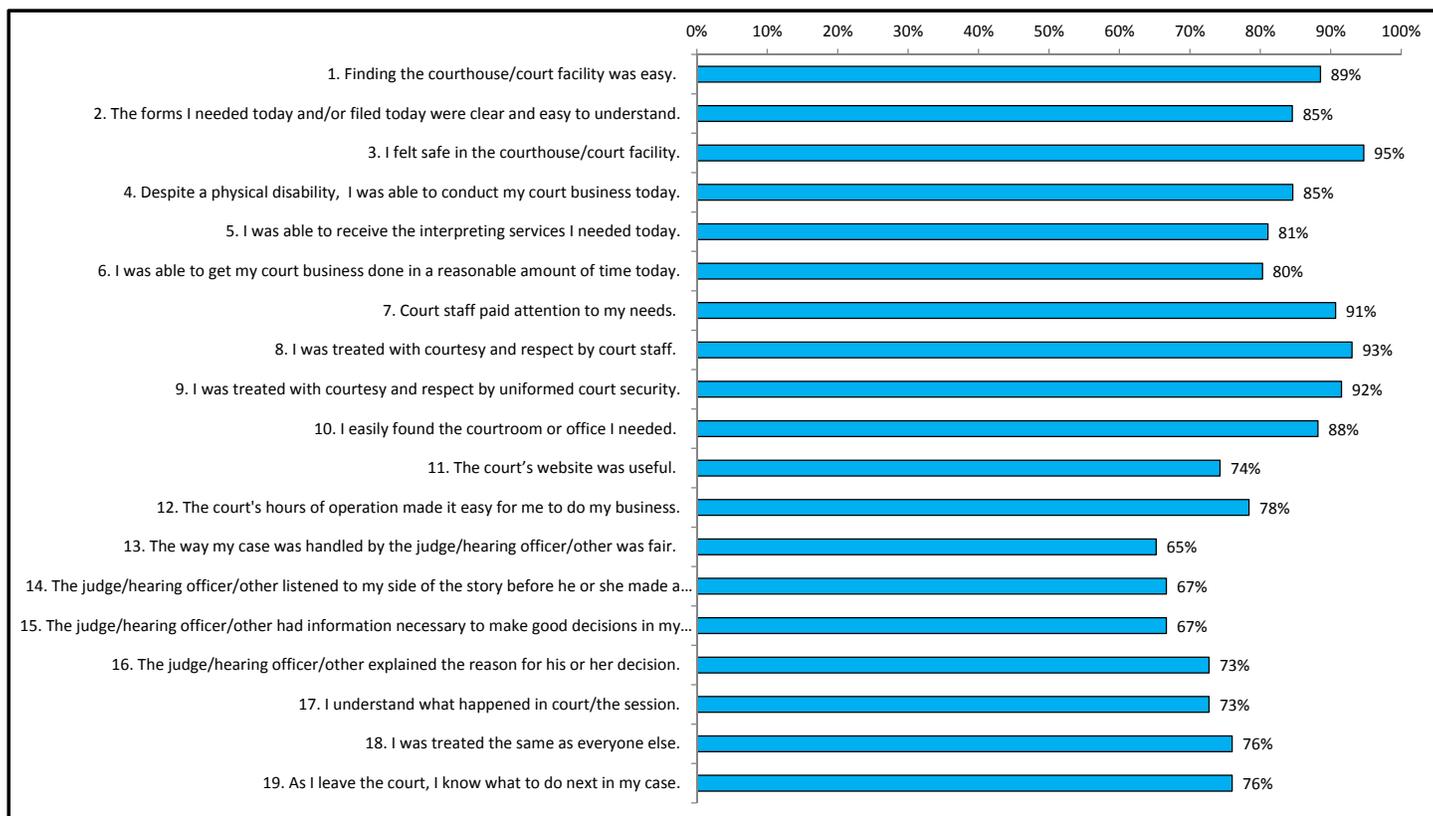


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	4%	4	3%	6	5%	37	28%	79	60%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	7	6%	7	6%	45	37%	59	48%	85%
3. I felt safe in the courthouse/court facility.	4	3%	1	1%	2	2%	34	26%	91	69%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	5%	1	3%	3	8%	10	26%	23	59%	85%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	7	19%	6	16%	24	65%	81%
6. I was able to get my court business done in a reasonable amount of time today.	11	9%	6	5%	8	6%	27	21%	75	59%	80%
7. Court staff paid attention to my needs.	6	5%	3	2%	3	2%	31	24%	86	67%	91%
8. I was treated with courtesy and respect by court staff.	4	3%	1	1%	4	3%	28	22%	92	71%	93%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	5	4%	2	2%	27	21%	92	71%	92%
10. I easily found the courtroom or office I needed.	4	3%	6	5%	5	4%	32	25%	80	63%	88%
11. The court's website was useful.	4	6%	5	7%	9	13%	19	27%	33	47%	74%
12. The court's hours of operation made it easy for me to do my business.	6	5%	5	4%	16	13%	36	29%	62	50%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	26%	1	4%	1	4%	3	13%	12	52%	65%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	24%	1	5%	1	5%	3	14%	11	52%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	19%	1	5%	2	10%	3	14%	11	52%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	0	0%	3	14%	4	18%	12	55%	73%
17. I understand what happened in court/the session.	3	14%	2	9%	1	5%	4	18%	12	55%	73%
18. I was treated the same as everyone else.	3	12%	2	8%	1	4%	6	24%	13	52%	76%
19. As I leave the court, I know what to do next in my case.	3	12%	2	8%	1	4%	4	16%	15	60%	76%

Percent That Agree or Strongly Agree

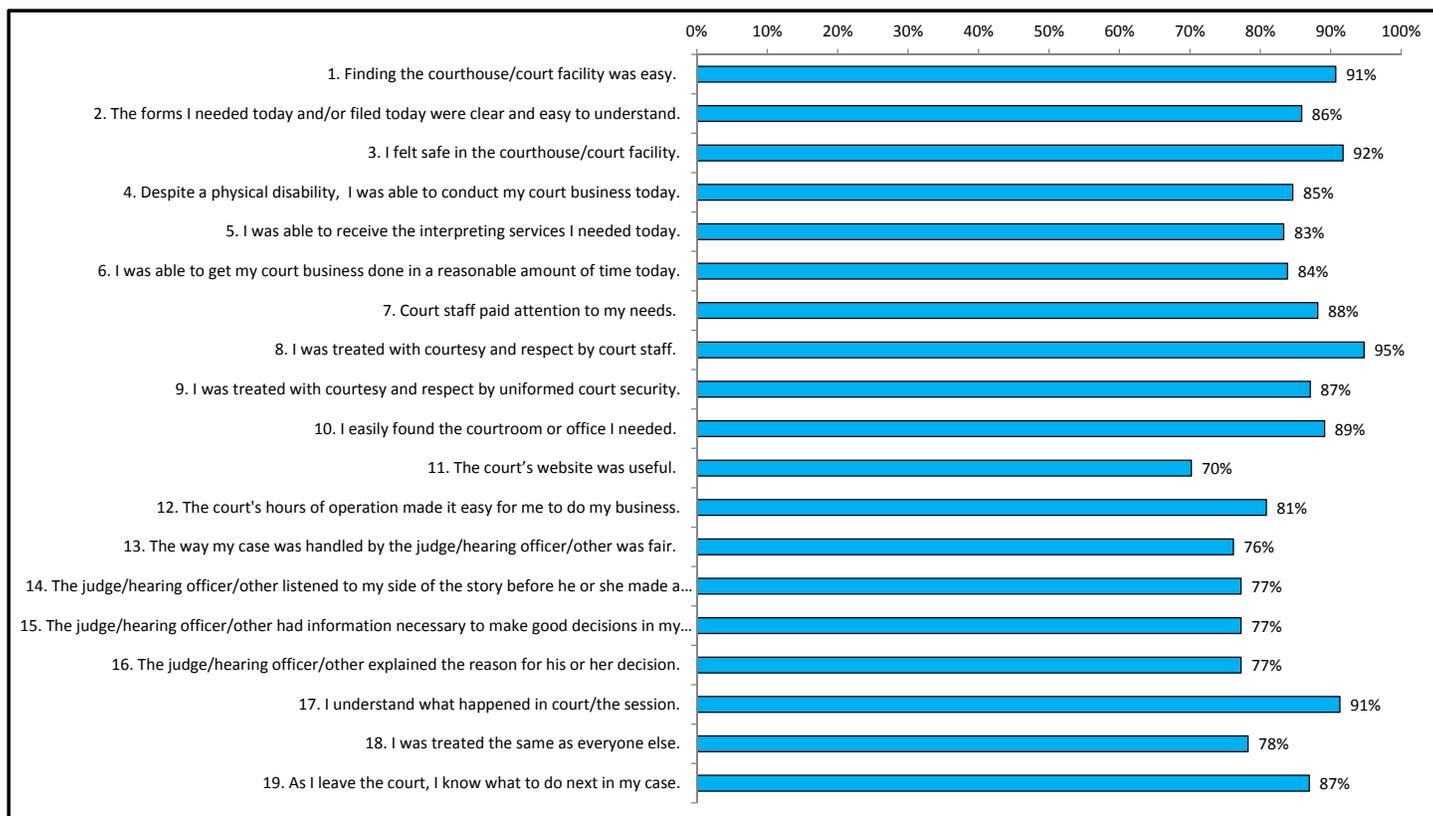


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	3%	4	4%	2	2%	36	37%	52	54%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	4	4%	6	7%	35	38%	44	48%	86%
3. I felt safe in the courthouse/court facility.	3	3%	1	1%	4	4%	25	26%	64	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	1	2%	5	10%	17	33%	27	52%	85%
5. I was able to receive the interpreting services I needed today.	2	4%	0	0%	6	13%	10	21%	30	63%	83%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	2	2%	5	5%	23	25%	55	59%	84%
7. Court staff paid attention to my needs.	4	4%	1	1%	6	6%	22	24%	60	65%	88%
8. I was treated with courtesy and respect by court staff.	2	2%	0	0%	3	3%	24	25%	66	69%	95%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	4	4%	5	5%	22	24%	59	63%	87%
10. I easily found the courtroom or office I needed.	4	4%	4	4%	2	2%	25	27%	57	62%	89%
11. The court's website was useful.	4	9%	1	2%	9	19%	14	30%	19	40%	70%
12. The court's hours of operation made it easy for me to do my business.	6	6%	2	2%	10	11%	31	33%	45	48%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	10%	1	5%	2	10%	6	29%	10	48%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	5%	1	5%	3	14%	9	41%	8	36%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	5%	0	0%	4	18%	5	23%	12	55%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	0	0%	4	18%	7	32%	10	45%	77%
17. I understand what happened in court/the session.	1	4%	0	0%	1	4%	5	22%	16	70%	91%
18. I was treated the same as everyone else.	2	9%	3	13%	0	0%	4	17%	14	61%	78%
19. As I leave the court, I know what to do next in my case.	1	4%	0	0%	2	9%	7	30%	13	57%	87%

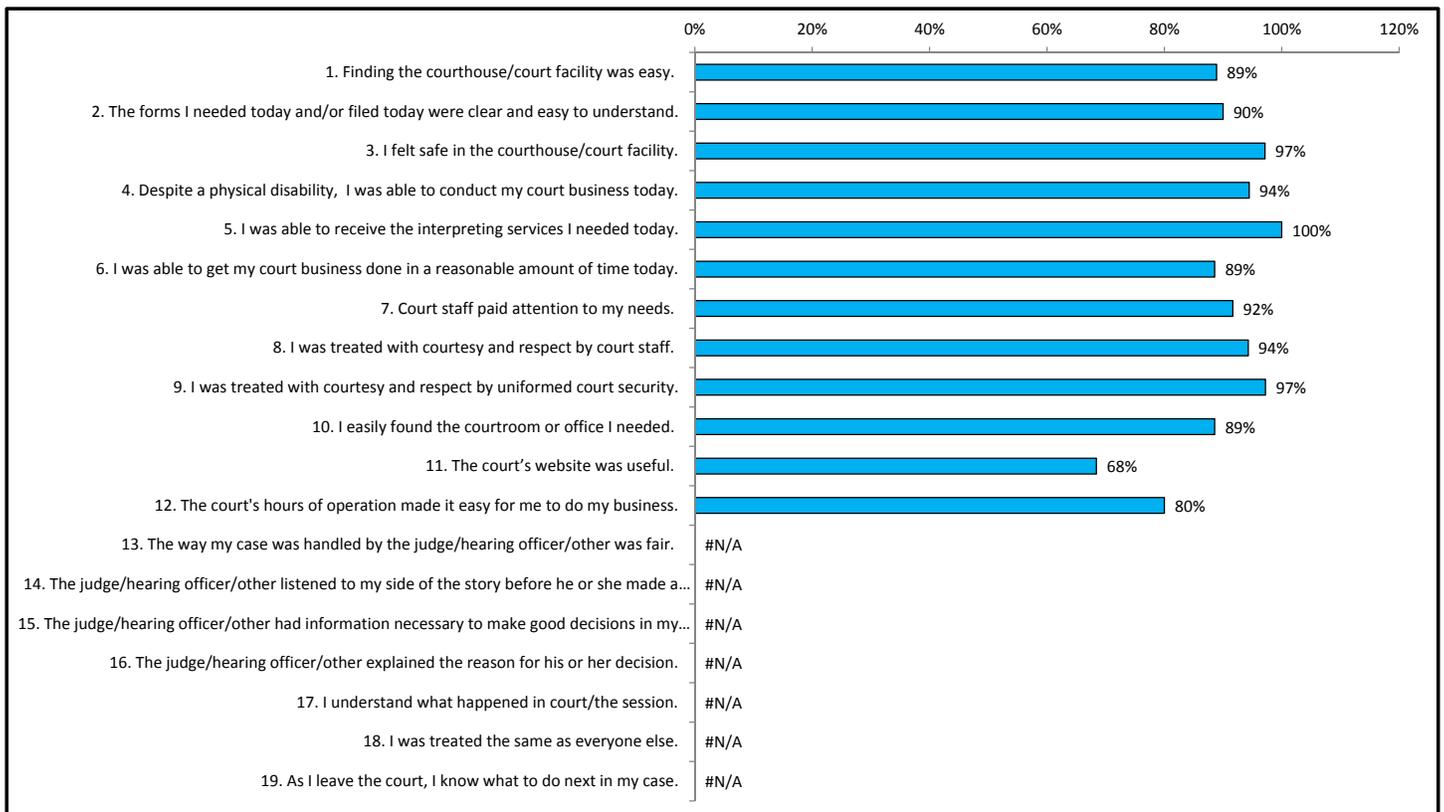
Percent That Agree or Strongly Agree



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.	1	3%	1	3%	2	6%	19	53%	13	36%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	3	10%	15	50%	12	40%	90%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	3%	12	34%	22	63%	97%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	0	0%	0	0%	6	33%	11	61%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	0	0%	7	44%	9	56%	100%
6. I was able to get my court business done in a reasonable amount of time today.	1	3%	2	6%	1	3%	10	29%	21	60%	89%
7. Court staff paid attention to my needs.	0	0%	3	8%	0	0%	7	19%	26	72%	92%
8. I was treated with courtesy and respect by court staff.	0	0%	1	3%	1	3%	8	23%	25	71%	94%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	0	0%	9	25%	26	72%	97%
10. I easily found the courtroom or office I needed.	0	0%	1	3%	3	9%	12	34%	19	54%	89%
11. The court's website was useful.	1	5%	0	0%	5	26%	6	32%	7	37%	68%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	7	20%	11	31%	17	49%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

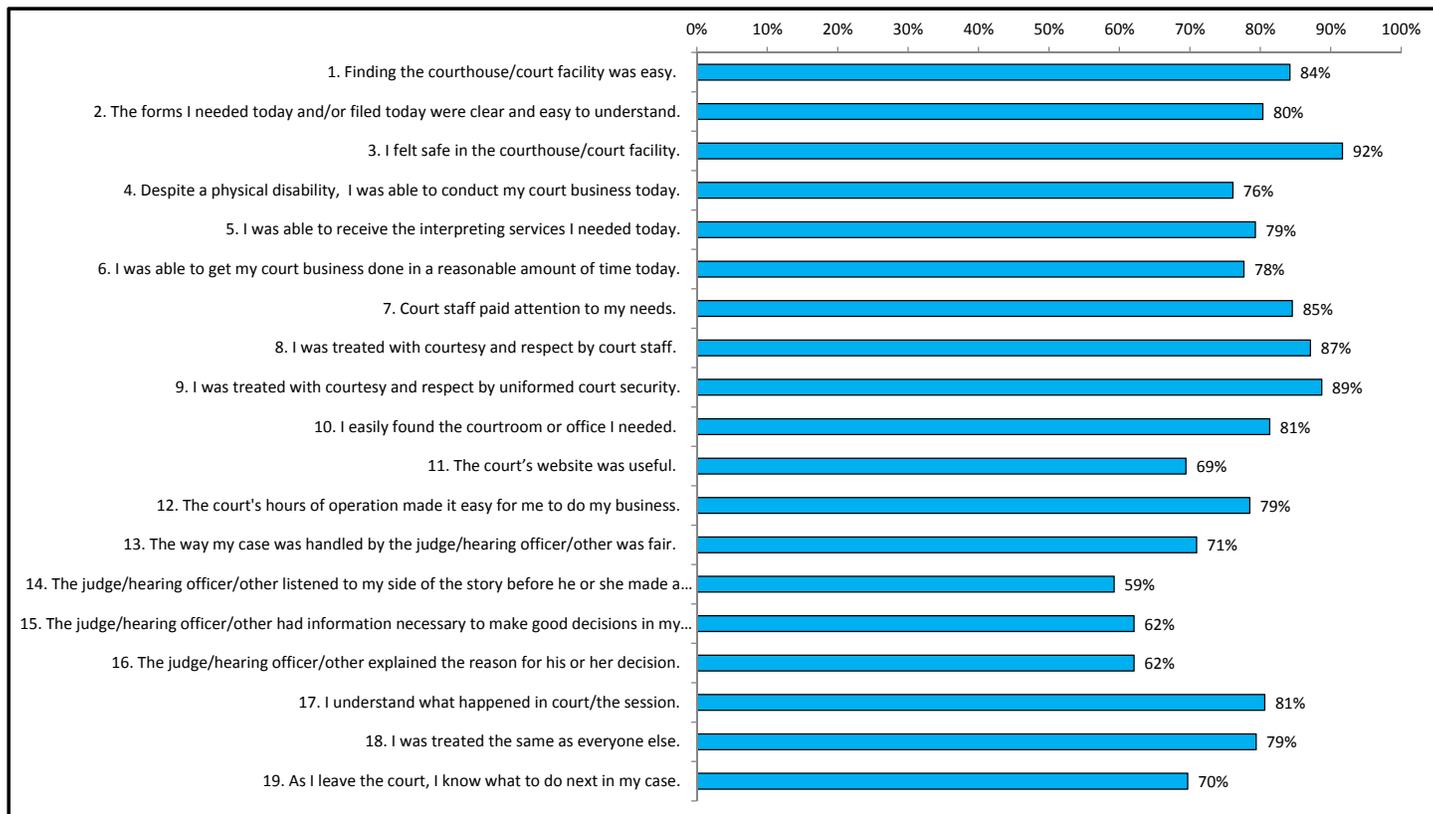


Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	6%	5	4%	8	6%	50	38%	62	47%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	7%	4	4%	10	9%	38	36%	48	45%	80%
3. I felt safe in the courthouse/court facility.	5	4%	2	2%	4	3%	41	31%	80	61%	92%
4. Despite a physical disability, I was able to conduct my court business today.	7	10%	3	4%	6	9%	22	33%	29	43%	76%
5. I was able to receive the interpreting services I needed today.	4	7%	0	0%	8	14%	18	31%	28	48%	79%
6. I was able to get my court business done in a reasonable amount of time today.	14	13%	3	3%	8	7%	32	29%	55	49%	78%
7. Court staff paid attention to my needs.	10	8%	3	2%	6	5%	35	28%	69	56%	85%
8. I was treated with courtesy and respect by court staff.	7	5%	5	4%	5	4%	35	27%	80	61%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	6%	1	1%	6	5%	35	26%	83	62%	89%
10. I easily found the courtroom or office I needed.	8	6%	6	4%	11	8%	34	25%	75	56%	81%
11. The court's website was useful.	6	8%	4	6%	12	17%	19	26%	31	43%	69%
12. The court's hours of operation made it easy for me to do my business.	5	4%	6	5%	15	12%	36	30%	59	49%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	10%	3	10%	3	10%	11	35%	11	35%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	19%	0	0%	6	22%	6	22%	10	37%	59%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	2	7%	7	24%	11	38%	7	24%	62%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	4	14%	6	21%	6	21%	12	41%	62%
17. I understand what happened in court/the session.	3	10%	1	3%	2	6%	10	32%	15	48%	81%
18. I was treated the same as everyone else.	2	6%	3	9%	2	6%	11	32%	16	47%	79%
19. As I leave the court, I know what to do next in my case.	3	9%	2	6%	5	15%	10	30%	13	39%	70%

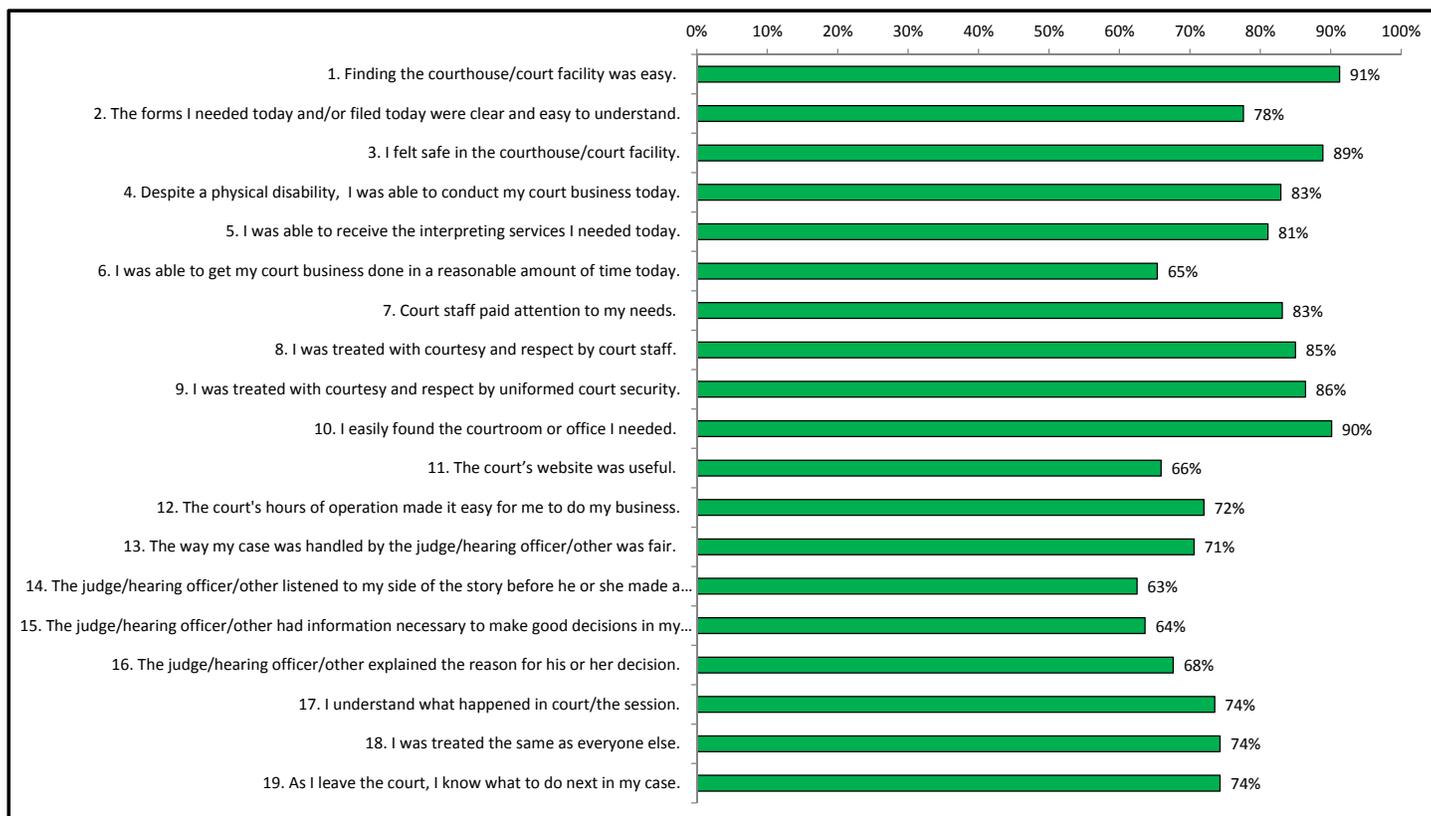
Percent That Agree or Strongly Agree



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%	2	3%	23	29%	50	63%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	7%	4	6%	6	9%	22	33%	30	45%	78%
3. I felt safe in the courthouse/court facility.	5	6%	0	0%	4	5%	23	28%	49	60%	89%
4. Despite a physical disability, I was able to conduct my court business today.	3	7%	0	0%	4	10%	14	34%	20	49%	83%
5. I was able to receive the interpreting services I needed today.	2	5%	1	3%	4	11%	12	32%	18	49%	81%
6. I was able to get my court business done in a reasonable amount of time today.	10	13%	3	4%	14	18%	14	18%	37	47%	65%
7. Court staff paid attention to my needs.	7	9%	1	1%	5	6%	22	29%	42	55%	83%
8. I was treated with courtesy and respect by court staff.	9	11%	1	1%	2	3%	21	26%	47	59%	85%
9. I was treated with courtesy and respect by uniformed court security.	5	6%	1	1%	5	6%	18	22%	52	64%	86%
10. I easily found the courtroom or office I needed.	5	6%	0	0%	3	4%	20	25%	53	65%	90%
11. The court's website was useful.	4	9%	4	9%	7	16%	10	23%	19	43%	66%
12. The court's hours of operation made it easy for me to do my business.	8	11%	3	4%	10	13%	13	17%	41	55%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	21%	1	3%	2	6%	9	26%	15	44%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	25%	2	6%	2	6%	7	22%	13	41%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	18%	2	6%	4	12%	7	21%	14	42%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	15%	0	0%	6	18%	8	24%	15	44%	68%
17. I understand what happened in court/the session.	4	12%	2	6%	3	9%	8	24%	17	50%	74%
18. I was treated the same as everyone else.	6	17%	1	3%	2	6%	10	29%	16	46%	74%
19. As I leave the court, I know what to do next in my case.	5	14%	3	9%	1	3%	10	29%	16	46%	74%

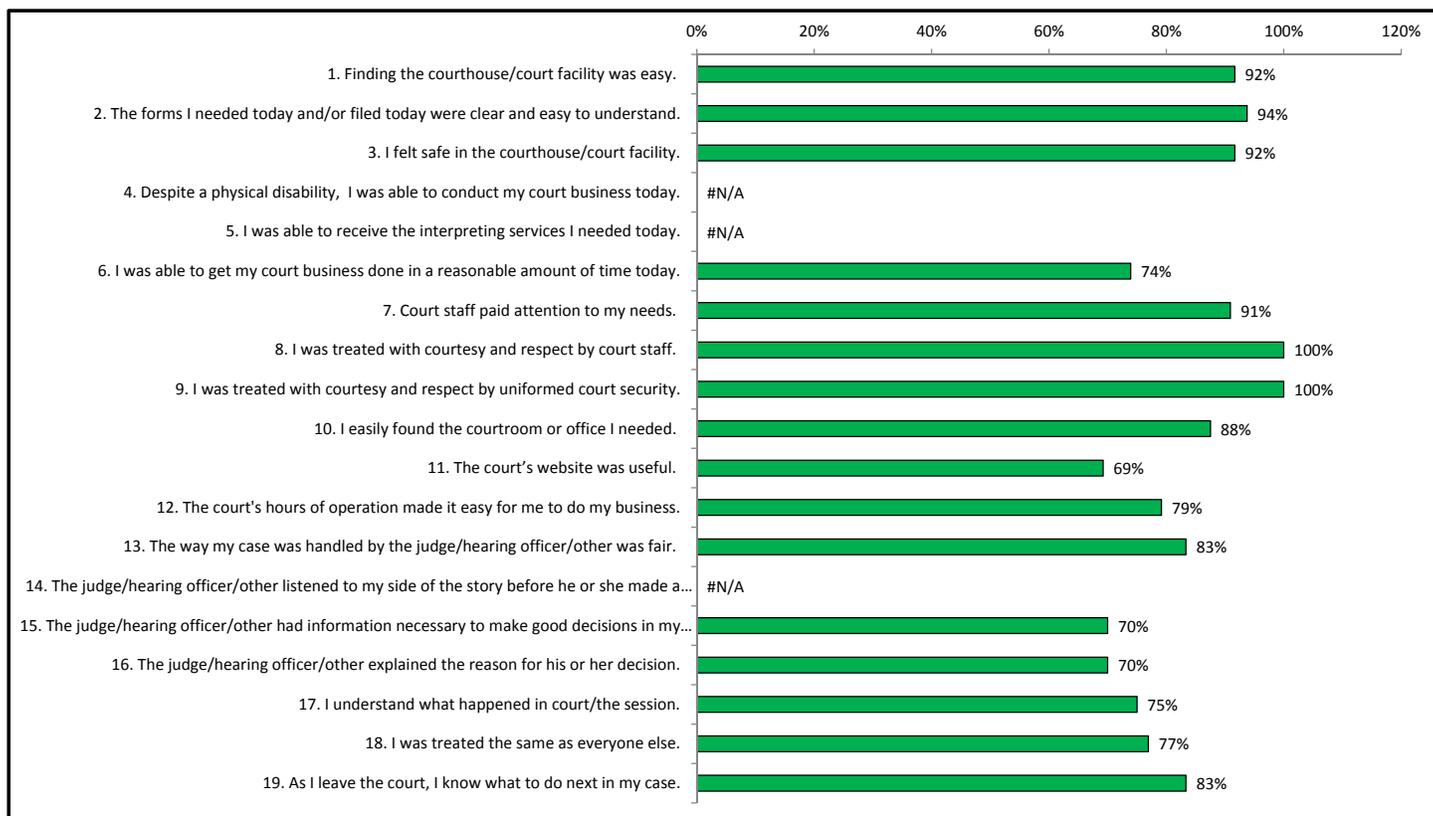
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	2	8%	7	29%	15	63%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	6%	0	0%	7	44%	8	50%	94%
3. I felt safe in the courthouse/court facility.	0	0%	1	4%	1	4%	5	21%	17	71%	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.	2	9%	4	17%	0	0%	7	30%	10	43%	74%
7. Court staff paid attention to my needs.	2	9%	0	0%	0	0%	7	32%	13	59%	91%
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%	0	0%	10	42%	14	58%	100%
10. I easily found the courtroom or office I needed.	0	0%	2	8%	1	4%	7	29%	14	58%	88%
11. The court's website was useful.	1	8%	0	0%	3	23%	3	23%	6	46%	69%
12. The court's hours of operation made it easy for me to do my business.	2	8%	1	4%	2	8%	7	29%	12	50%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	0	0%	1	8%	3	25%	7	58%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#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.	2	20%	0	0%	1	10%	3	30%	4	40%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	20%	0	0%	1	10%	3	30%	4	40%	70%
17. I understand what happened in court/the session.	1	8%	0	0%	2	17%	2	17%	7	58%	75%
18. I was treated the same as everyone else.	1	8%	0	0%	2	15%	3	23%	7	54%	77%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	1	8%	3	25%	7	58%	83%

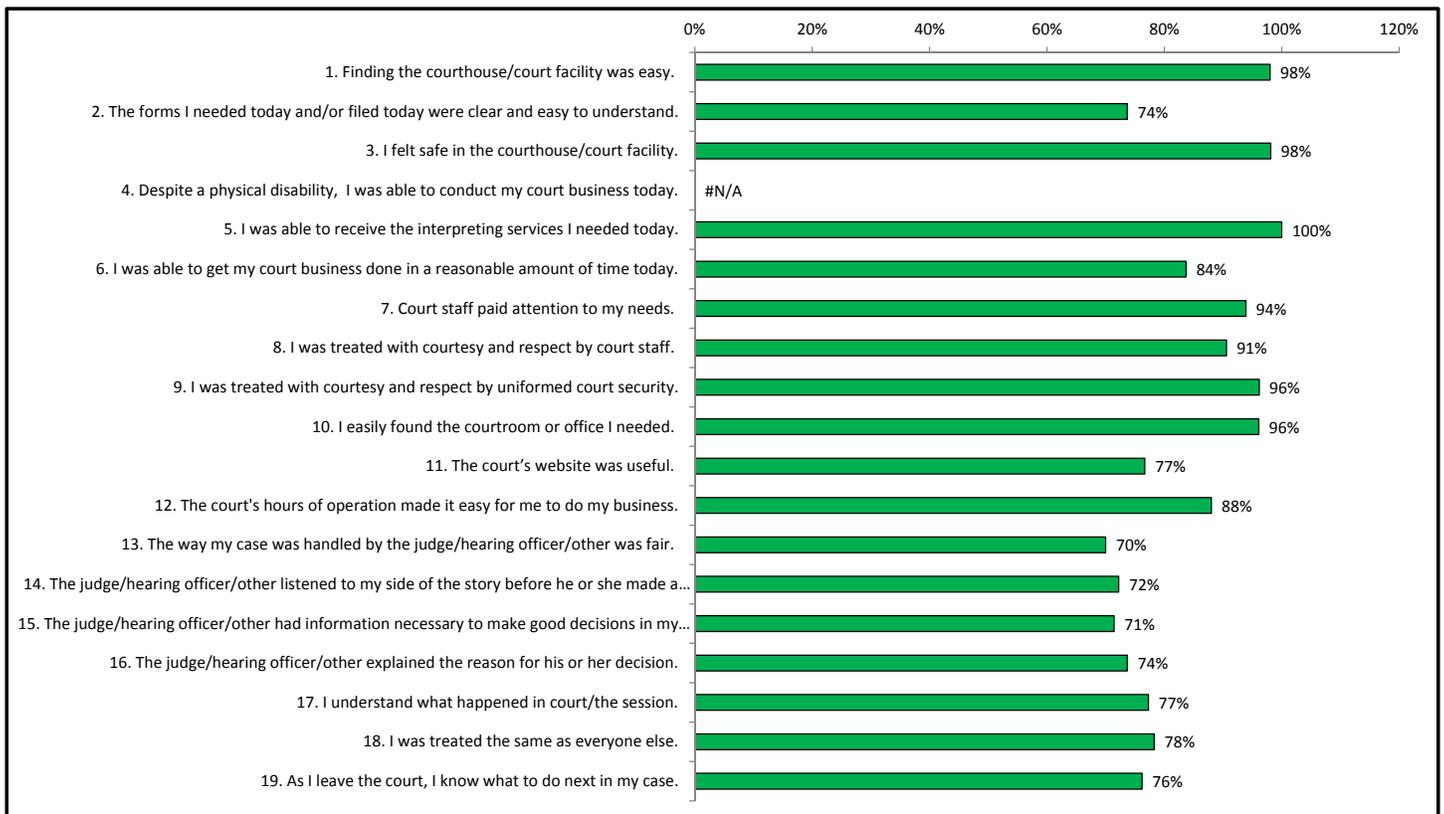
Percent That Agree or Strongly Agree



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.	0	0%	1	2%	0	0%	15	30%	34	68%	98%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	4	11%	5	13%	5	13%	23	61%	74%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	2%	12	23%	40	75%	98%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
6. I was able to get my court business done in a reasonable amount of time today.	3	6%	1	2%	4	8%	9	18%	32	65%	84%
7. Court staff paid attention to my needs.	0	0%	1	2%	2	4%	12	24%	34	69%	94%
8. I was treated with courtesy and respect by court staff.	1	2%	0	0%	4	8%	9	17%	39	74%	91%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	2	4%	11	21%	39	75%	96%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	2	4%	11	22%	38	75%	96%
11. The court's website was useful.	1	3%	4	13%	2	7%	10	33%	13	43%	77%
12. The court's hours of operation made it easy for me to do my business.	0	0%	3	6%	3	6%	12	24%	32	64%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	10%	2	10%	2	10%	3	15%	11	55%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	1	6%	2	11%	4	22%	9	50%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	10%	2	10%	2	10%	5	24%	10	48%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	16%	1	5%	1	5%	4	21%	10	53%	74%
17. I understand what happened in court/the session.	3	14%	1	5%	1	5%	4	18%	13	59%	77%
18. I was treated the same as everyone else.	2	9%	2	9%	1	4%	3	13%	15	65%	78%
19. As I leave the court, I know what to do next in my case.	1	5%	1	5%	3	14%	3	14%	13	62%	76%

Percent That Agree or Strongly Agree

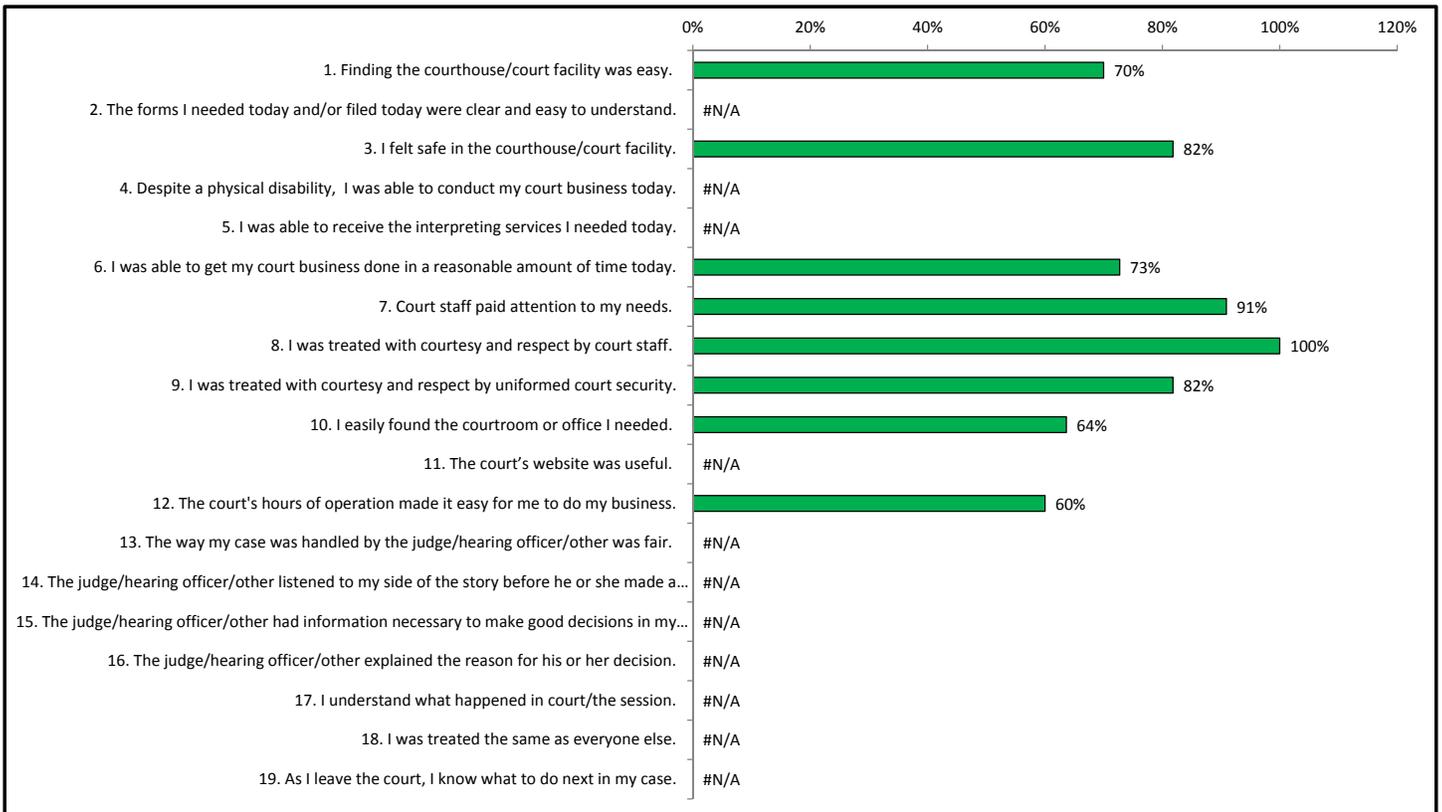


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	3	30%	2	20%	5	50%	70%
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	0	0%	1	9%	1	9%	2	18%	7	64%	82%
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	18%	0	0%	1	9%	5	45%	3	27%	73%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	9%	5	45%	5	45%	91%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	6	60%	4	40%	100%
9. I was treated with courtesy and respect by uniformed court security.	1	9%	1	9%	0	0%	3	27%	6	55%	82%
10. I easily found the courtroom or office I needed.	0	0%	3	27%	1	9%	4	36%	3	27%	64%
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%	4	40%	4	40%	2	20%	60%
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

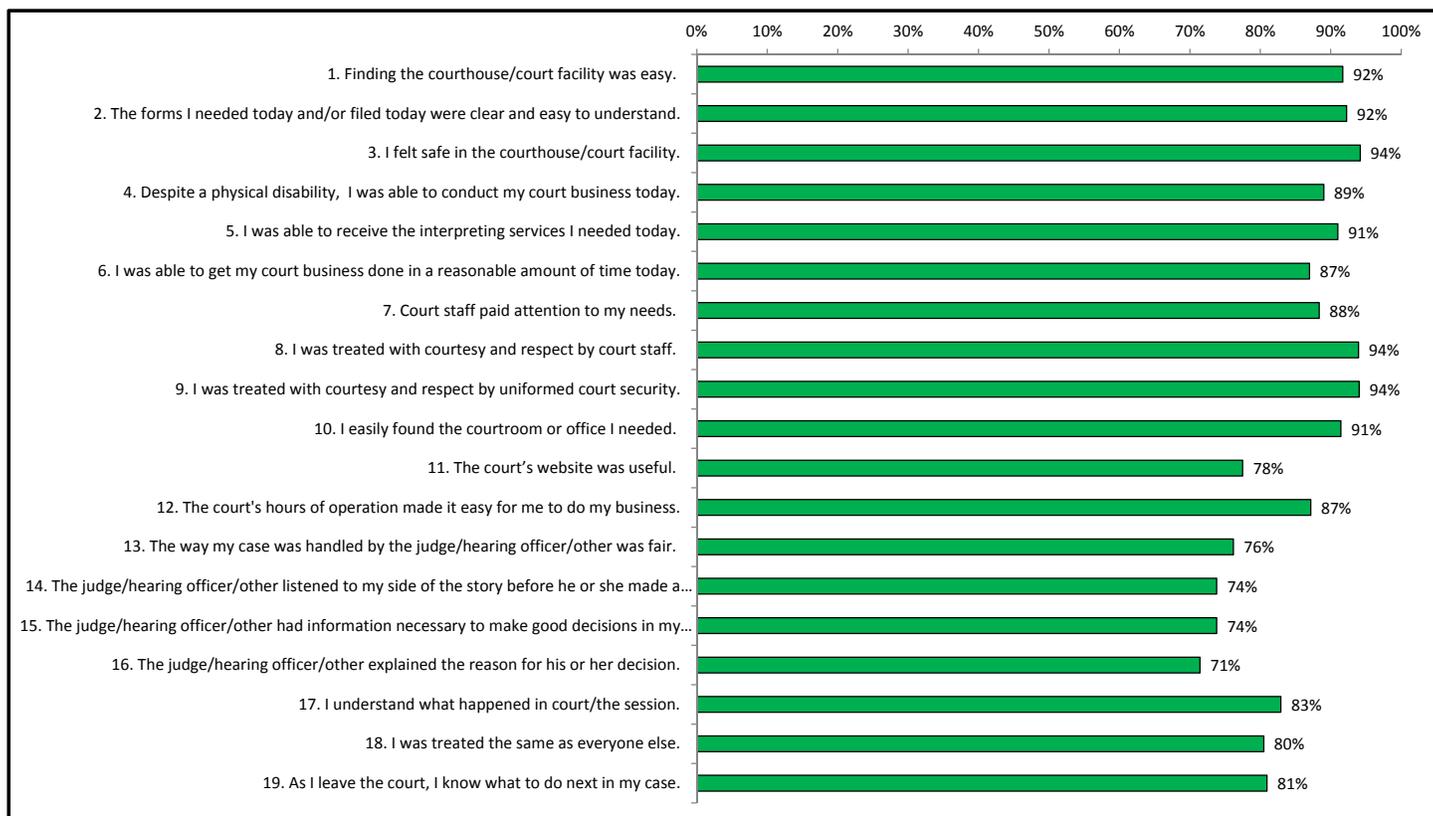
Percent That Agree or Strongly Agree



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%	4	3%	3	2%	52	33%	92	59%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	1	1%	4	3%	43	33%	76	59%	92%
3. I felt safe in the courthouse/court facility.	5	3%	1	1%	3	2%	48	31%	98	63%	94%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	0	0%	7	8%	22	24%	59	65%	89%
5. I was able to receive the interpreting services I needed today.	2	2%	0	0%	6	7%	27	30%	54	61%	91%
6. I was able to get my court business done in a reasonable amount of time today.	5	3%	4	3%	10	7%	39	27%	88	60%	87%
7. Court staff paid attention to my needs.	5	3%	2	1%	10	7%	39	27%	90	62%	88%
8. I was treated with courtesy and respect by court staff.	4	3%	1	1%	4	3%	42	28%	98	66%	94%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	2	1%	3	2%	42	28%	100	66%	94%
10. I easily found the courtroom or office I needed.	5	3%	3	2%	5	3%	42	28%	97	64%	91%
11. The court's website was useful.	4	5%	1	1%	13	16%	24	30%	38	48%	78%
12. The court's hours of operation made it easy for me to do my business.	4	3%	4	3%	11	7%	44	30%	85	57%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	7%	3	7%	4	10%	9	21%	23	55%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	7%	2	5%	6	14%	10	24%	21	50%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	5%	4	10%	5	12%	10	24%	21	50%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	7%	2	5%	7	17%	8	19%	22	52%	71%
17. I understand what happened in court/the session.	2	5%	0	0%	5	12%	10	24%	24	59%	83%
18. I was treated the same as everyone else.	2	5%	1	2%	5	12%	10	24%	23	56%	80%
19. As I leave the court, I know what to do next in my case.	2	5%	1	2%	5	12%	7	17%	27	64%	81%

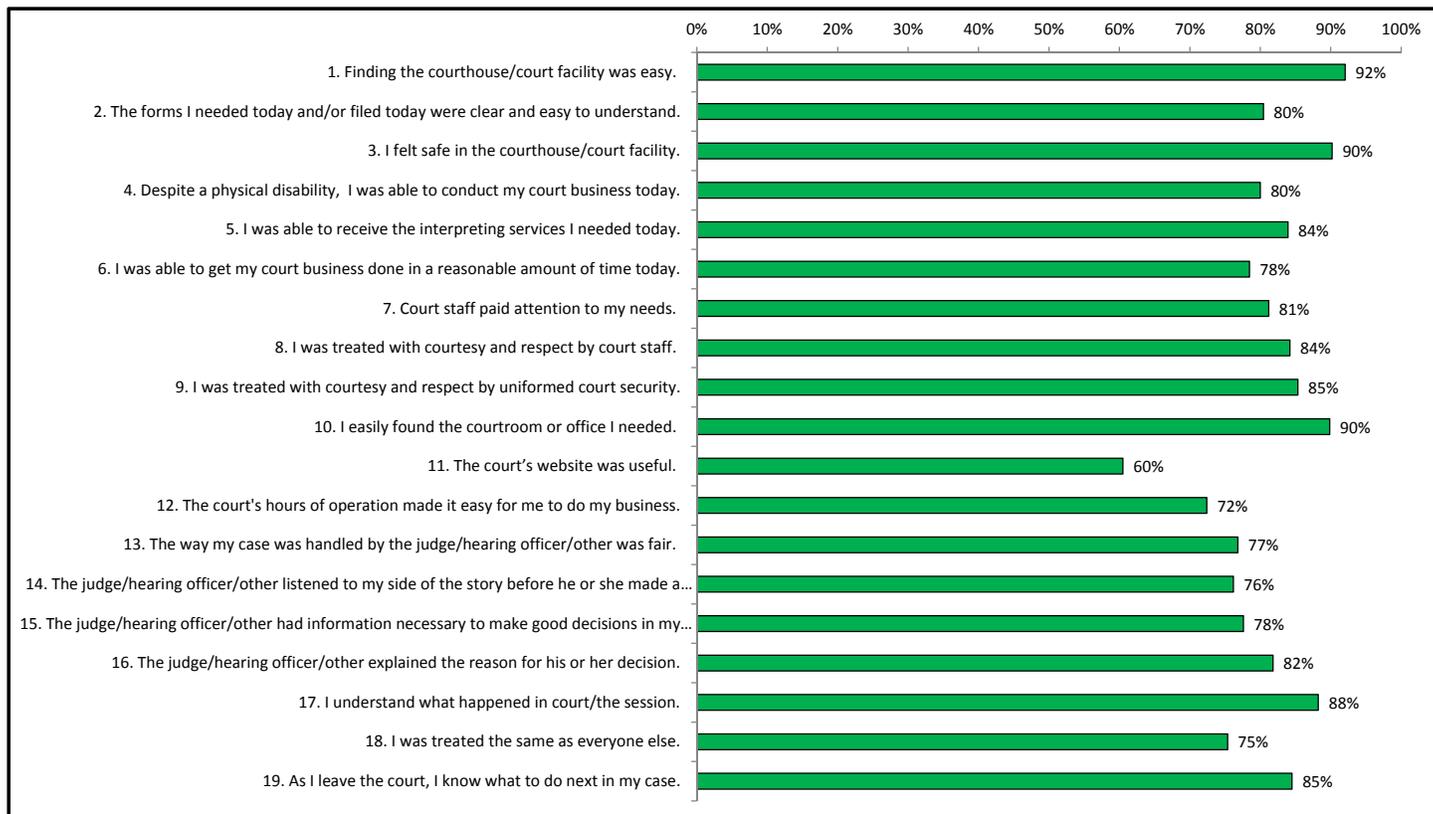
Percent That Agree or Strongly Agree



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.	7	5%	2	1%	3	2%	60	40%	79	52%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	7%	6	5%	11	8%	50	38%	57	43%	80%
3. I felt safe in the courthouse/court facility.	10	7%	1	1%	4	3%	42	27%	96	63%	90%
4. Despite a physical disability, I was able to conduct my court business today.	7	11%	1	2%	5	8%	25	38%	27	42%	80%
5. I was able to receive the interpreting services I needed today.	6	11%	1	2%	2	4%	17	30%	30	54%	84%
6. I was able to get my court business done in a reasonable amount of time today.	21	15%	3	2%	7	5%	36	25%	77	53%	78%
7. Court staff paid attention to my needs.	17	11%	2	1%	9	6%	37	25%	84	56%	81%
8. I was treated with courtesy and respect by court staff.	13	9%	3	2%	8	5%	35	23%	93	61%	84%
9. I was treated with courtesy and respect by uniformed court security.	10	7%	3	2%	9	6%	33	22%	95	63%	85%
10. I easily found the courtroom or office I needed.	7	5%	2	1%	6	4%	43	29%	90	61%	90%
11. The court's website was useful.	14	17%	6	7%	12	15%	18	22%	31	38%	60%
12. The court's hours of operation made it easy for me to do my business.	17	12%	4	3%	19	13%	42	29%	63	43%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	12%	5	7%	3	4%	15	22%	38	55%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	13%	3	5%	4	6%	16	25%	32	51%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	12%	1	1%	6	9%	15	22%	37	55%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	8%	1	2%	6	9%	18	27%	36	55%	82%
17. I understand what happened in court/the session.	6	9%	0	0%	2	3%	16	24%	44	65%	88%
18. I was treated the same as everyone else.	9	13%	4	6%	4	6%	14	20%	38	55%	75%
19. As I leave the court, I know what to do next in my case.	7	10%	2	3%	2	3%	22	31%	38	54%	85%

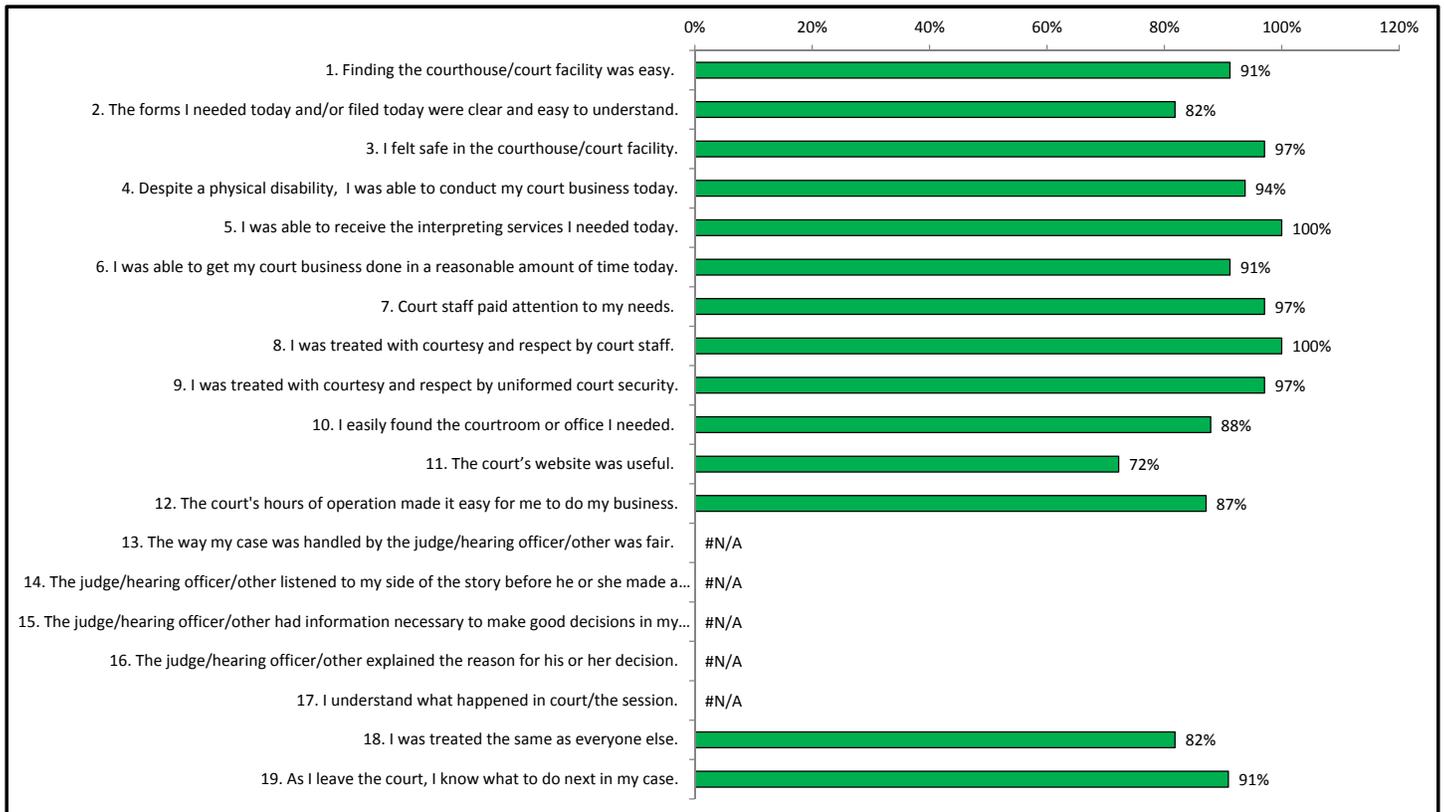
Percent That Agree or Strongly Agree



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%	0	0%	3	9%	11	32%	20	59%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	0	0%	5	15%	12	36%	15	45%	82%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	3%	8	24%	25	74%	97%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	6%	4	25%	11	69%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	0	0%	3	21%	11	79%	100%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	3	9%	12	35%	19	56%	91%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	3%	8	24%	25	74%	97%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	8	24%	25	76%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	3%	9	26%	24	71%	97%
10. I easily found the courtroom or office I needed.	0	0%	1	3%	3	9%	6	18%	23	70%	88%
11. The court's website was useful.	0	0%	2	11%	3	17%	4	22%	9	50%	72%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	4	13%	9	29%	18	58%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#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.	0	0%	1	9%	1	9%	4	36%	5	45%	82%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	1	9%	4	36%	6	55%	91%

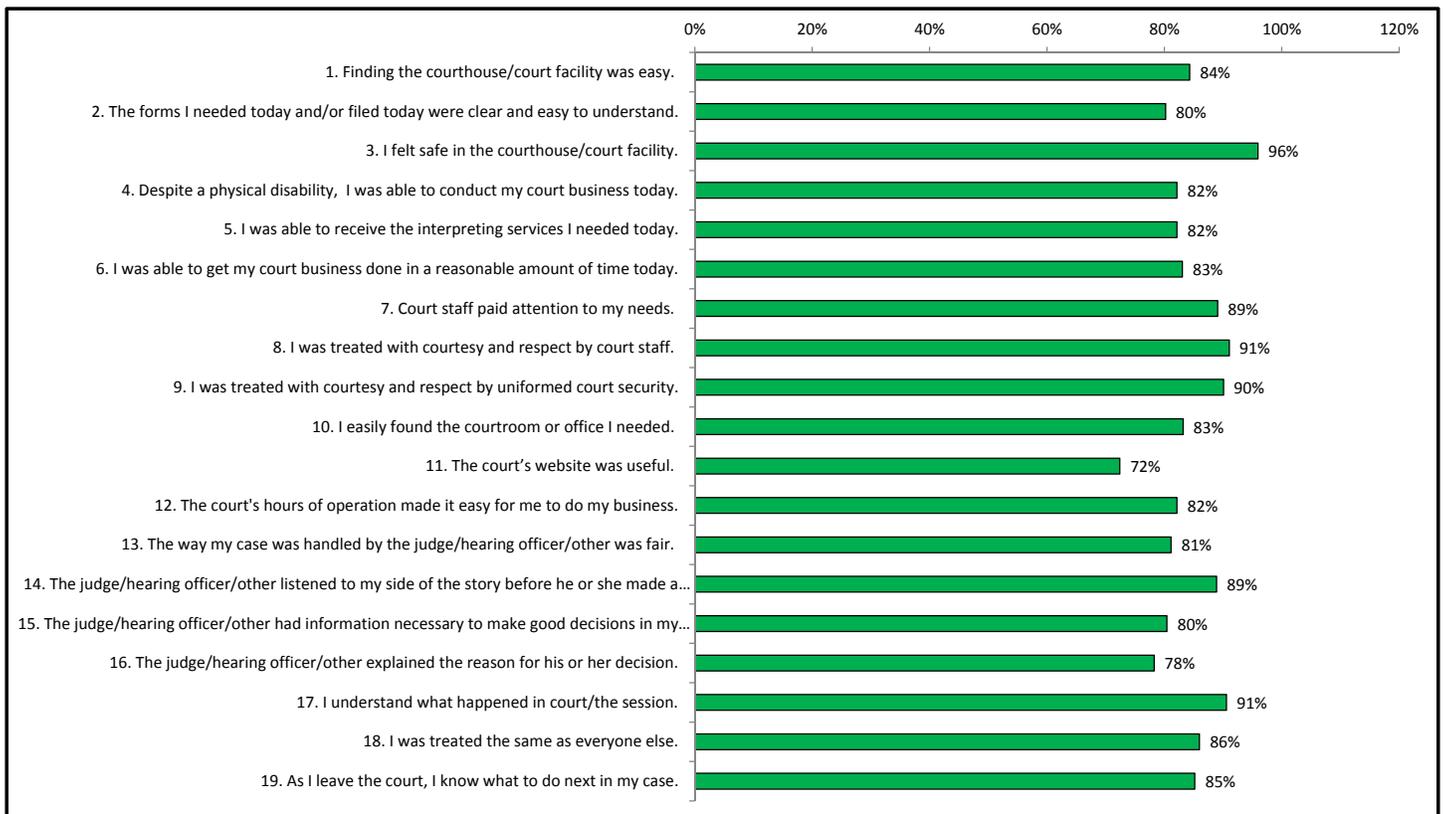
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	4%	8	7%	6	5%	41	34%	61	50%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	5	5%	12	13%	37	39%	40	42%	80%
3. I felt safe in the courthouse/court facility.	3	2%	1	1%	1	1%	32	26%	86	70%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	4%	4	14%	8	29%	15	54%	82%
5. I was able to receive the interpreting services I needed today.	1	4%	1	4%	3	11%	8	29%	15	54%	82%
6. I was able to get my court business done in a reasonable amount of time today.	7	6%	5	4%	8	7%	35	30%	63	53%	83%
7. Court staff paid attention to my needs.	5	4%	5	4%	3	3%	32	27%	74	62%	89%
8. I was treated with courtesy and respect by court staff.	3	2%	3	2%	5	4%	30	24%	82	67%	91%
9. I was treated with courtesy and respect by uniformed court security.	3	2%	5	4%	4	3%	34	28%	75	62%	90%
10. I easily found the courtroom or office I needed.	5	4%	9	8%	6	5%	39	33%	60	50%	83%
11. The court's website was useful.	5	9%	2	3%	9	16%	18	31%	24	41%	72%
12. The court's hours of operation made it easy for me to do my business.	5	4%	3	3%	12	11%	41	37%	51	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	6%	2	4%	5	9%	14	26%	29	55%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	4%	2	4%	1	2%	15	33%	25	56%	89%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	4%	1	2%	6	13%	14	30%	23	50%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	2	4%	6	13%	14	30%	22	48%	78%
17. I understand what happened in court/the session.	3	6%	0	0%	2	4%	17	32%	31	58%	91%
18. I was treated the same as everyone else.	1	2%	1	2%	6	11%	18	32%	31	54%	86%
19. As I leave the court, I know what to do next in my case.	2	4%	0	0%	6	11%	14	26%	32	59%	85%

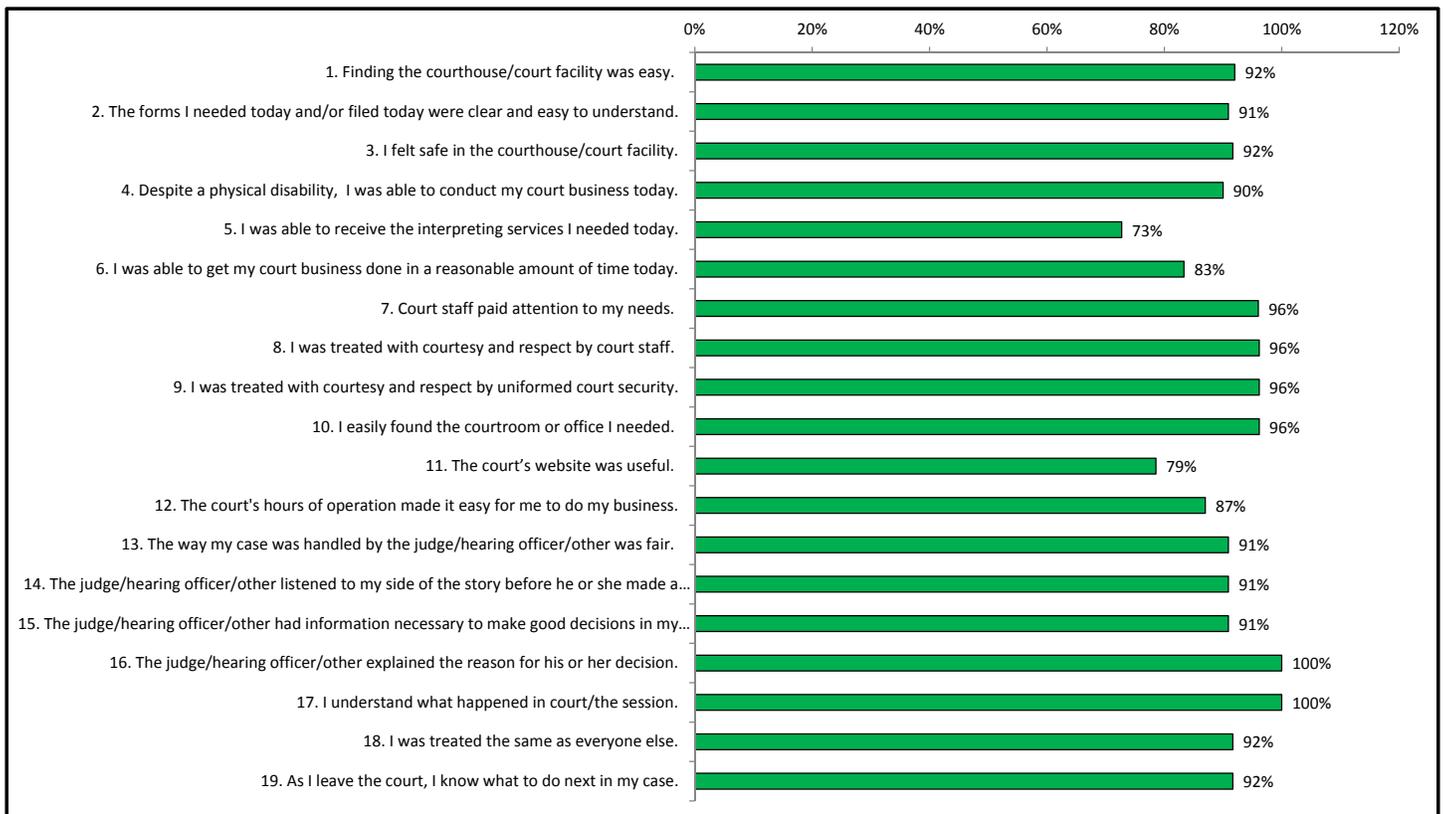
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	8%	0	0%	0	0%	11	44%	12	48%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	5%	1	5%	11	50%	9	41%	91%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	8%	8	33%	14	58%	92%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	10%	4	40%	5	50%	90%
5. I was able to receive the interpreting services I needed today.	0	0%	1	9%	2	18%	2	18%	6	55%	73%
6. I was able to get my court business done in a reasonable amount of time today.	1	4%	1	4%	2	8%	9	38%	11	46%	83%
7. Court staff paid attention to my needs.	1	4%	0	0%	0	0%	11	44%	13	52%	96%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	4%	10	38%	15	58%	96%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	4%	10	38%	15	58%	96%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	0	0%	11	42%	14	54%	96%
11. The court's website was useful.	0	0%	0	0%	3	21%	1	7%	10	71%	79%
12. The court's hours of operation made it easy for me to do my business.	1	4%	0	0%	2	9%	9	39%	11	48%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	9%	0	0%	3	27%	7	64%	91%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	1	9%	4	36%	6	55%	91%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	1	9%	4	36%	6	55%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	5	45%	6	55%	100%
18. I was treated the same as everyone else.	1	8%	0	0%	0	0%	4	33%	7	58%	92%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	0	0%	5	42%	6	50%	92%

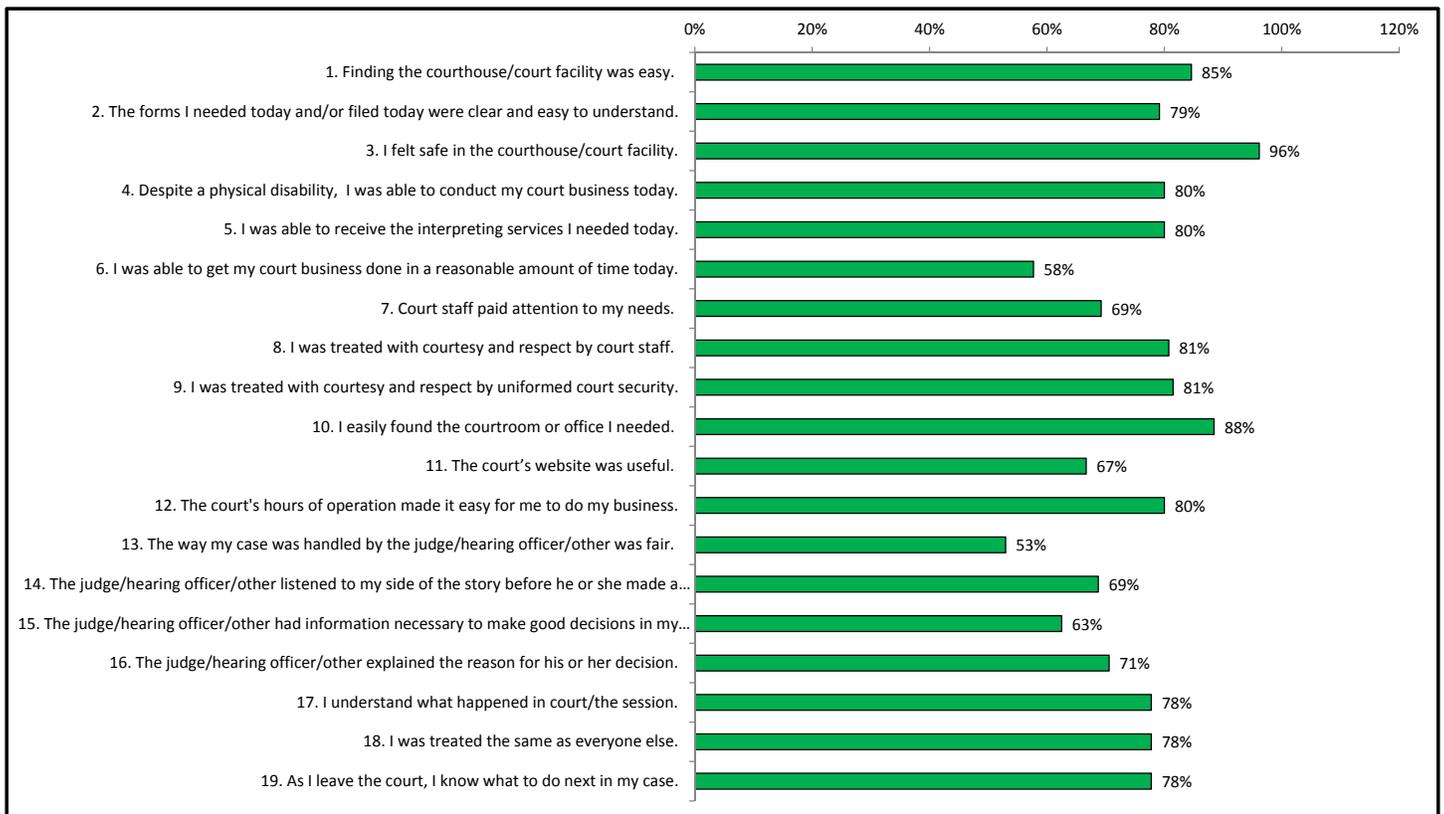
Percent That Agree or Strongly Agree



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.	0	0%	1	4%	3	12%	6	23%	16	62%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	4%	4	17%	5	21%	14	58%	79%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	4%	7	27%	18	69%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	7%	0	0%	2	13%	2	13%	10	67%	80%
5. I was able to receive the interpreting services I needed today.	1	7%	1	7%	1	7%	4	27%	8	53%	80%
6. I was able to get my court business done in a reasonable amount of time today.	3	12%	5	19%	3	12%	6	23%	9	35%	58%
7. Court staff paid attention to my needs.	2	8%	3	12%	3	12%	7	27%	11	42%	69%
8. I was treated with courtesy and respect by court staff.	1	4%	2	8%	2	8%	8	31%	13	50%	81%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	2	7%	2	7%	6	22%	16	59%	81%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	2	8%	8	31%	15	58%	88%
11. The court's website was useful.	0	0%	1	8%	3	25%	2	17%	6	50%	67%
12. The court's hours of operation made it easy for me to do my business.	2	8%	1	4%	2	8%	7	28%	13	52%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	24%	0	0%	4	24%	1	6%	8	47%	53%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	25%	0	0%	1	6%	3	19%	8	50%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	19%	0	0%	3	19%	5	31%	5	31%	63%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	0	0%	4	24%	5	29%	7	41%	71%
17. I understand what happened in court/the session.	1	6%	2	11%	1	6%	6	33%	8	44%	78%
18. I was treated the same as everyone else.	1	6%	2	11%	1	6%	6	33%	8	44%	78%
19. As I leave the court, I know what to do next in my case.	2	11%	0	0%	2	11%	5	28%	9	50%	78%

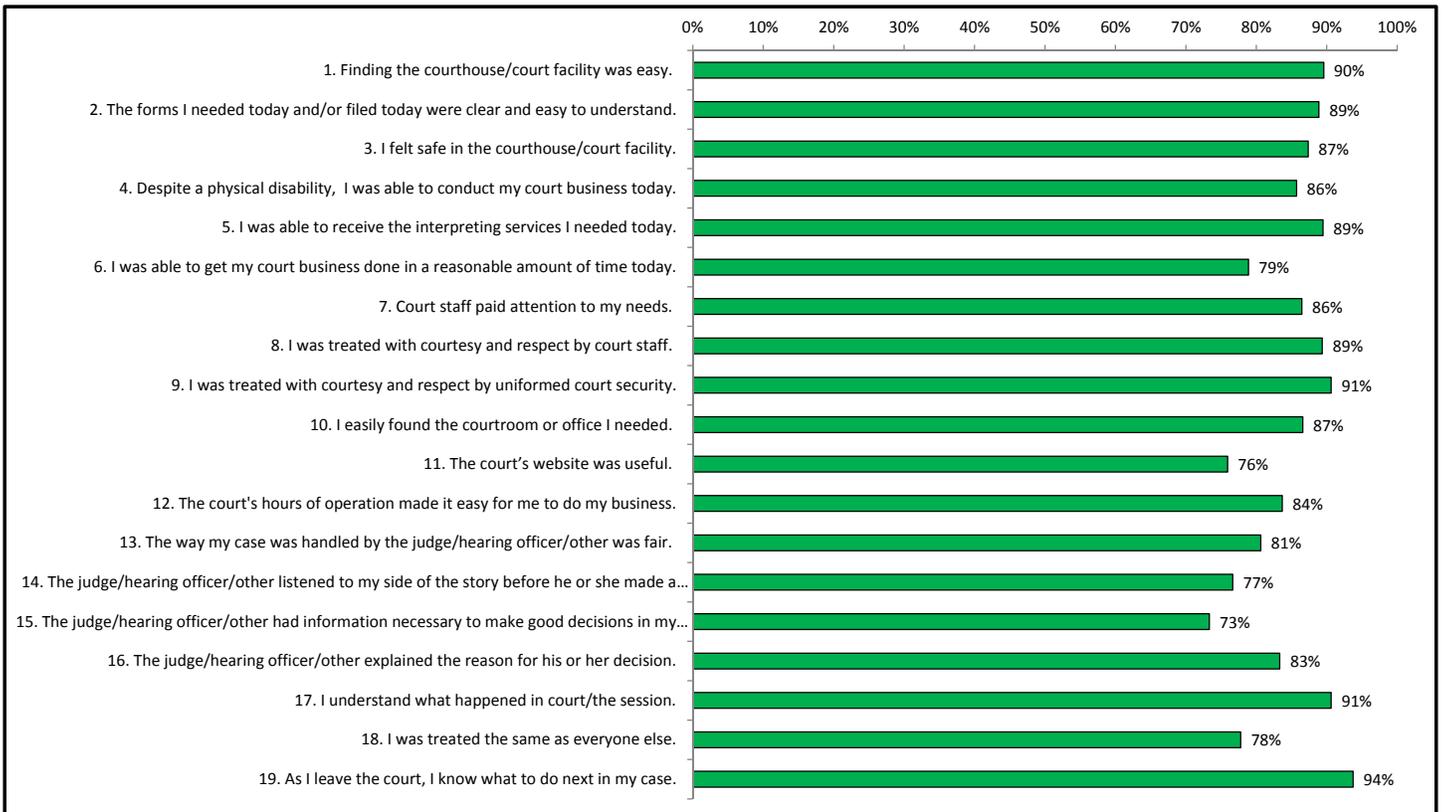
Percent That Agree or Strongly Agree



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.	5	5%	1	1%	4	4%	42	44%	44	46%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	0	0%	7	9%	41	51%	31	38%	89%
3. I felt safe in the courthouse/court facility.	3	3%	2	2%	7	7%	32	34%	51	54%	87%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	2	5%	3	7%	16	38%	20	48%	86%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	4	11%	13	34%	21	55%	89%
6. I was able to get my court business done in a reasonable amount of time today.	5	6%	5	6%	9	10%	30	33%	41	46%	79%
7. Court staff paid attention to my needs.	4	4%	3	3%	6	6%	27	28%	56	58%	86%
8. I was treated with courtesy and respect by court staff.	5	5%	3	3%	2	2%	26	28%	58	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	3	3%	3	3%	28	29%	59	61%	91%
10. I easily found the courtroom or office I needed.	6	6%	3	3%	4	4%	39	40%	45	46%	87%
11. The court's website was useful.	2	4%	2	4%	9	17%	20	37%	21	39%	76%
12. The court's hours of operation made it easy for me to do my business.	2	2%	5	5%	8	9%	40	43%	37	40%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	1	3%	4	13%	11	35%	14	45%	81%
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	10%	12	40%	11	37%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	3	10%	3	10%	8	27%	14	47%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	0	0%	3	10%	12	40%	13	43%	83%
17. I understand what happened in court/the session.	0	0%	1	3%	2	6%	11	34%	18	56%	91%
18. I was treated the same as everyone else.	3	8%	4	11%	1	3%	11	31%	17	47%	78%
19. As I leave the court, I know what to do next in my case.	1	3%	0	0%	1	3%	17	53%	13	41%	94%

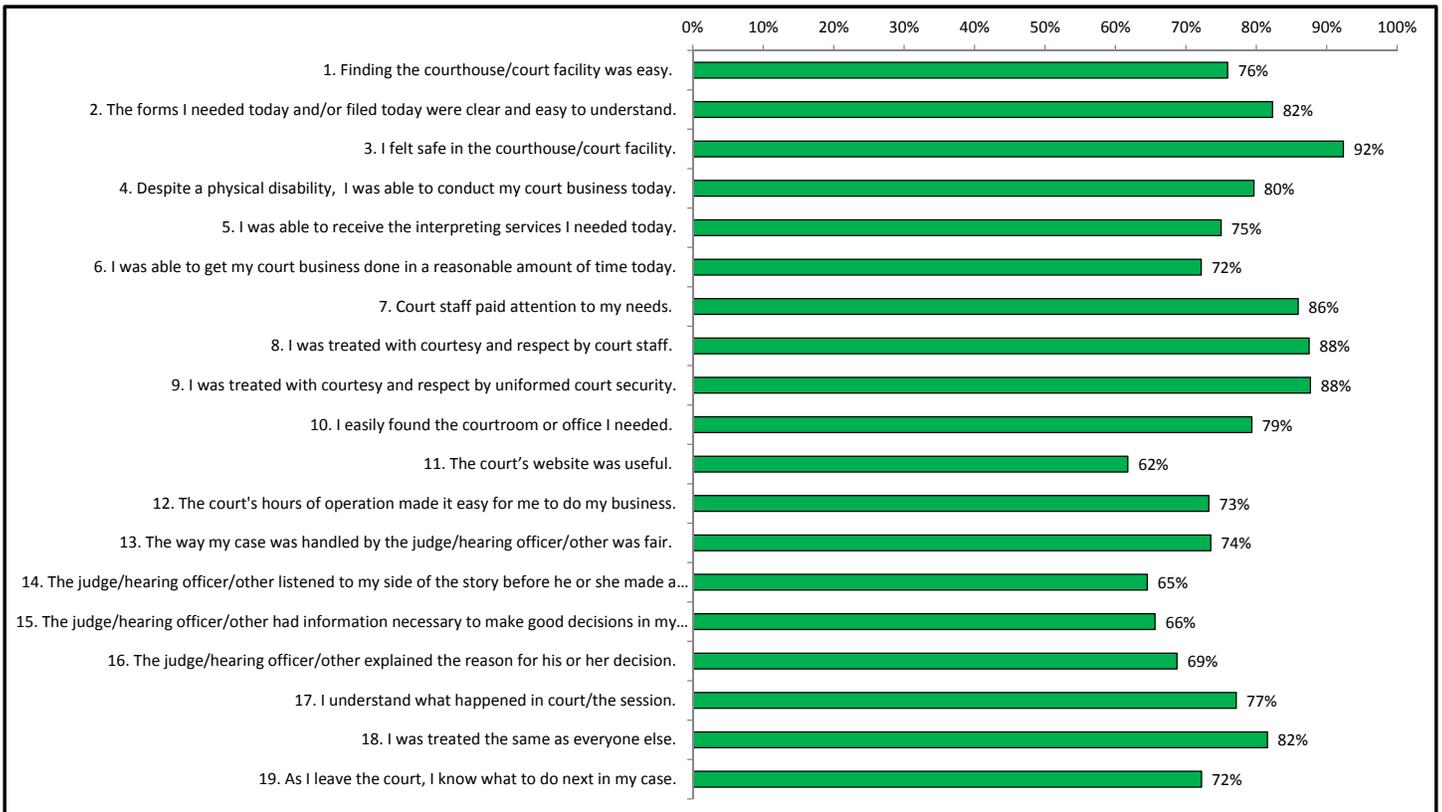
Percent That Agree or Strongly Agree



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.	7	5%	13	10%	12	9%	43	32%	58	44%	76%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	1	1%	13	12%	41	36%	52	46%	82%
3. I felt safe in the courthouse/court facility.	8	6%	1	1%	1	1%	42	32%	79	60%	92%
4. Despite a physical disability, I was able to conduct my court business today.	6	10%	1	2%	5	8%	28	47%	19	32%	80%
5. I was able to receive the interpreting services I needed today.	5	10%	1	2%	7	13%	17	33%	22	42%	75%
6. I was able to get my court business done in a reasonable amount of time today.	11	10%	7	6%	14	12%	32	28%	51	44%	72%
7. Court staff paid attention to my needs.	8	7%	3	2%	6	5%	38	31%	66	55%	86%
8. I was treated with courtesy and respect by court staff.	7	5%	6	5%	3	2%	32	25%	80	63%	88%
9. I was treated with courtesy and respect by uniformed court security.	10	8%	4	3%	2	2%	33	25%	81	62%	88%
10. I easily found the courtroom or office I needed.	9	7%	3	2%	14	11%	37	29%	63	50%	79%
11. The court's website was useful.	3	4%	8	12%	15	22%	17	25%	25	37%	62%
12. The court's hours of operation made it easy for me to do my business.	5	4%	8	7%	18	16%	36	31%	49	42%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	9%	4	12%	2	6%	14	41%	11	32%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	13%	2	6%	5	16%	10	32%	10	32%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	2	6%	7	22%	12	38%	9	28%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	9%	1	3%	6	19%	10	31%	12	38%	69%
17. I understand what happened in court/the session.	3	9%	2	6%	3	9%	17	49%	10	29%	77%
18. I was treated the same as everyone else.	3	8%	3	8%	1	3%	17	45%	14	37%	82%
19. As I leave the court, I know what to do next in my case.	2	6%	3	8%	5	14%	12	33%	14	39%	72%

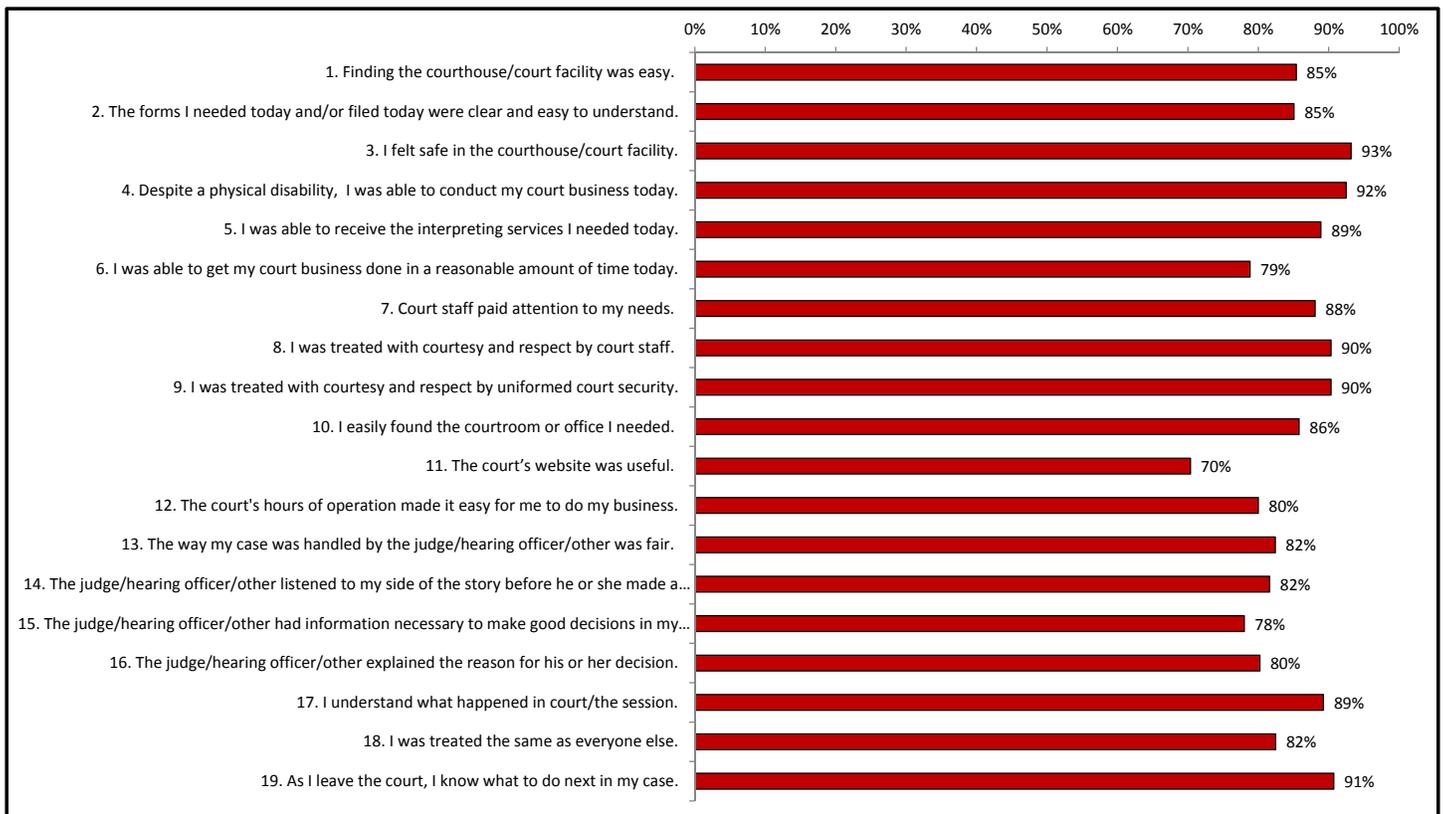
Percent That Agree or Strongly Agree



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.	8	4%	7	4%	11	6%	65	37%	87	49%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	2%	6	4%	14	9%	64	42%	67	44%	85%
3. I felt safe in the courthouse/court facility.	2	1%	2	1%	8	5%	58	33%	106	60%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	1%	2	2%	4	4%	37	40%	49	53%	92%
5. I was able to receive the interpreting services I needed today.	1	1%	1	1%	8	9%	34	38%	46	51%	89%
6. I was able to get my court business done in a reasonable amount of time today.	11	6%	5	3%	20	12%	57	34%	77	45%	79%
7. Court staff paid attention to my needs.	7	4%	5	3%	9	5%	65	37%	90	51%	88%
8. I was treated with courtesy and respect by court staff.	6	3%	4	2%	7	4%	60	34%	99	56%	90%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	2	1%	9	5%	56	32%	103	59%	90%
10. I easily found the courtroom or office I needed.	7	4%	11	6%	7	4%	63	36%	88	50%	86%
11. The court's website was useful.	3	3%	4	4%	25	23%	36	33%	40	37%	70%
12. The court's hours of operation made it easy for me to do my business.	7	4%	10	6%	18	10%	64	37%	76	43%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	3%	6	7%	7	8%	34	37%	41	45%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	6%	4	5%	7	8%	37	43%	34	39%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	4%	6	7%	10	11%	32	35%	39	43%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	7%	2	2%	10	11%	33	36%	40	44%	80%
17. I understand what happened in court/the session.	3	3%	2	2%	5	5%	38	41%	45	48%	89%
18. I was treated the same as everyone else.	5	5%	5	5%	7	7%	36	37%	44	45%	82%
19. As I leave the court, I know what to do next in my case.	5	5%	0	0%	4	4%	42	43%	46	47%	91%

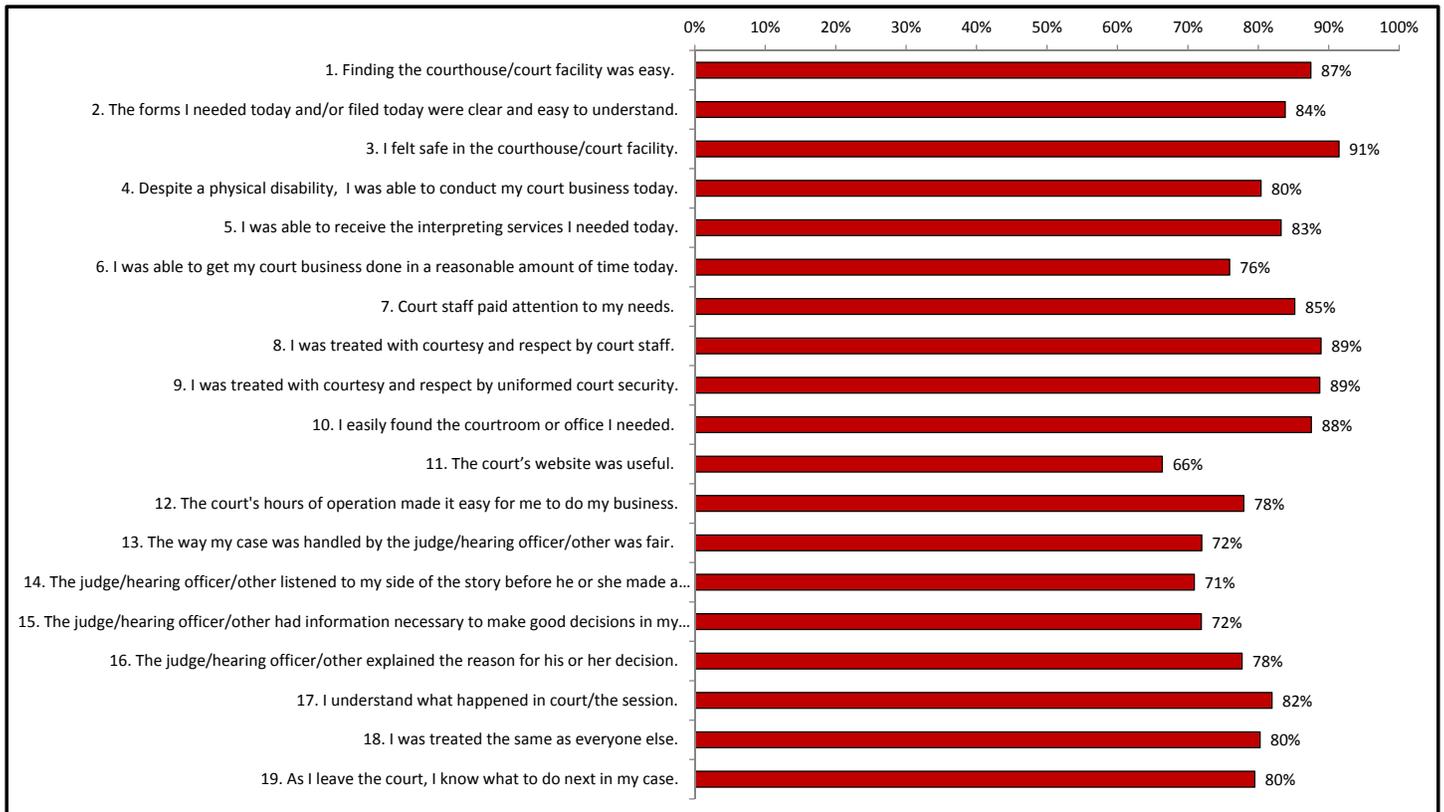
Percent That Agree or Strongly Agree



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%	18	4%	15	4%	151	36%	219	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	18	5%	13	4%	29	8%	150	40%	161	43%	84%
3. I felt safe in the courthouse/court facility.	23	5%	3	1%	10	2%	125	30%	261	62%	91%
4. Despite a physical disability, I was able to conduct my court business today.	19	9%	2	1%	19	9%	67	33%	97	48%	80%
5. I was able to receive the interpreting services I needed today.	13	7%	1	1%	17	9%	52	28%	102	55%	83%
6. I was able to get my court business done in a reasonable amount of time today.	43	11%	21	5%	33	8%	103	26%	203	50%	76%
7. Court staff paid attention to my needs.	28	7%	10	2%	22	5%	113	28%	232	57%	85%
8. I was treated with courtesy and respect by court staff.	21	5%	8	2%	17	4%	109	26%	260	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	22	5%	12	3%	13	3%	108	26%	262	63%	89%
10. I easily found the courtroom or office I needed.	19	5%	11	3%	22	5%	128	31%	237	57%	88%
11. The court's website was useful.	24	10%	16	7%	37	16%	56	24%	96	42%	66%
12. The court's hours of operation made it easy for me to do my business.	27	7%	14	4%	47	12%	124	31%	187	47%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	18	11%	10	6%	16	10%	37	24%	76	48%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	13%	8	6%	14	10%	32	23%	68	48%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	15	10%	5	3%	21	14%	39	27%	66	45%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	7%	4	3%	18	12%	43	29%	72	49%	78%
17. I understand what happened in court/the session.	13	8%	7	5%	8	5%	44	28%	83	54%	82%
18. I was treated the same as everyone else.	15	9%	7	4%	10	6%	46	28%	84	52%	80%
19. As I leave the court, I know what to do next in my case.	12	7%	6	4%	15	9%	42	26%	86	53%	80%

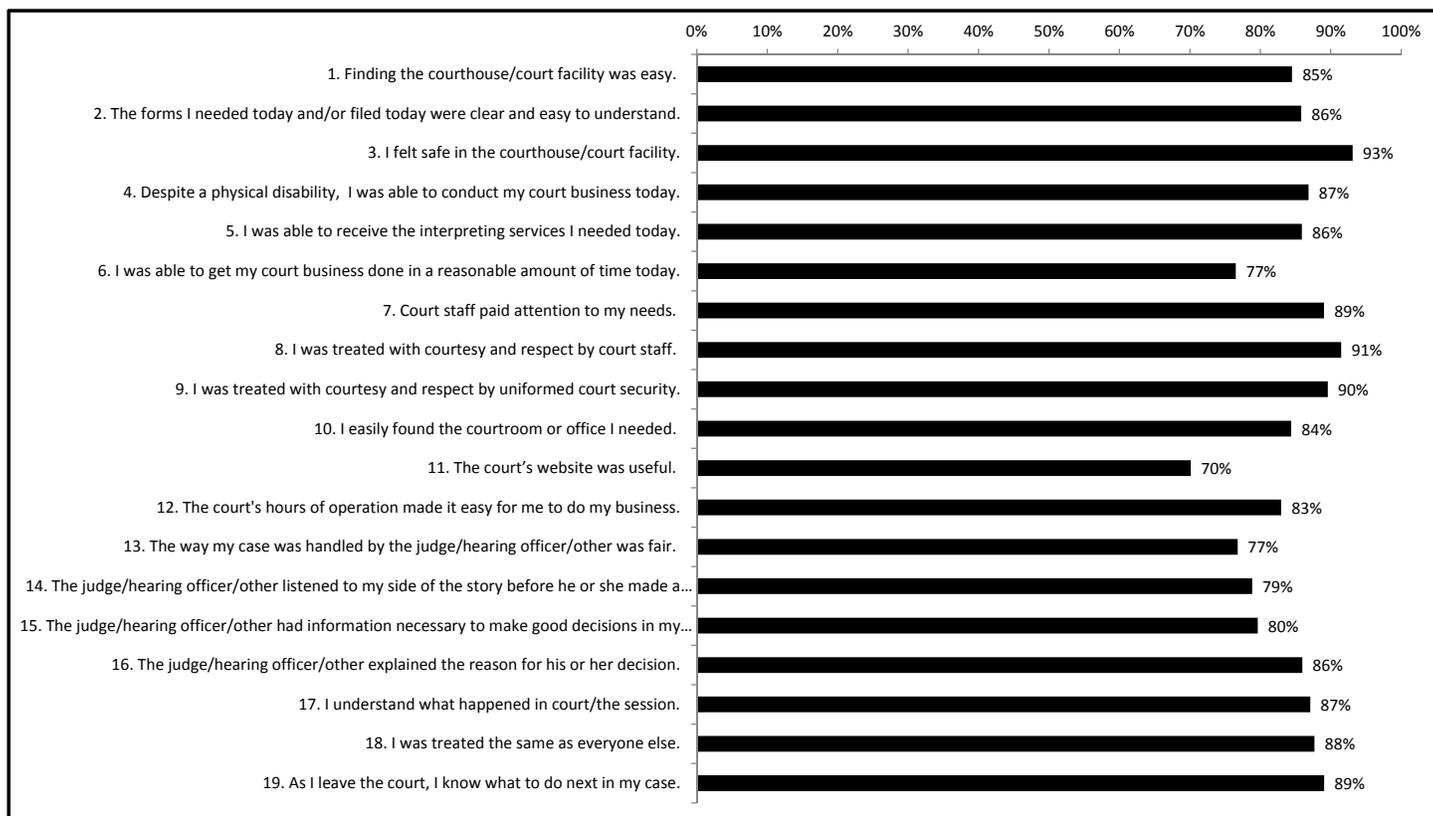
Percent That Agree or Strongly Agree



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.	8	6%	8	6%	6	4%	53	37%	67	47%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	5	4%	8	6%	50	37%	65	49%	86%
3. I felt safe in the courthouse/court facility.	5	3%	2	1%	3	2%	52	36%	83	57%	93%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	1	1%	6	8%	28	37%	38	50%	87%
5. I was able to receive the interpreting services I needed today.	4	5%	1	1%	6	8%	31	40%	36	46%	86%
6. I was able to get my court business done in a reasonable amount of time today.	10	8%	7	5%	14	11%	42	32%	59	45%	77%
7. Court staff paid attention to my needs.	8	6%	2	1%	5	4%	48	35%	74	54%	89%
8. I was treated with courtesy and respect by court staff.	7	5%	1	1%	4	3%	42	30%	87	62%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	4	3%	4	3%	43	30%	86	60%	90%
10. I easily found the courtroom or office I needed.	10	7%	7	5%	5	4%	48	34%	71	50%	84%
11. The court's website was useful.	4	5%	4	5%	18	21%	22	25%	39	45%	70%
12. The court's hours of operation made it easy for me to do my business.	7	5%	2	1%	14	10%	48	36%	64	47%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	4	7%	6	11%	14	25%	29	52%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	8%	2	4%	5	10%	15	29%	26	50%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	6%	2	4%	6	11%	17	31%	26	48%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	2	4%	4	7%	17	30%	32	56%	86%
17. I understand what happened in court/the session.	4	6%	1	2%	3	5%	20	32%	34	55%	87%
18. I was treated the same as everyone else.	4	6%	2	3%	2	3%	19	29%	38	58%	88%
19. As I leave the court, I know what to do next in my case.	5	8%	0	0%	2	3%	23	36%	34	53%	89%

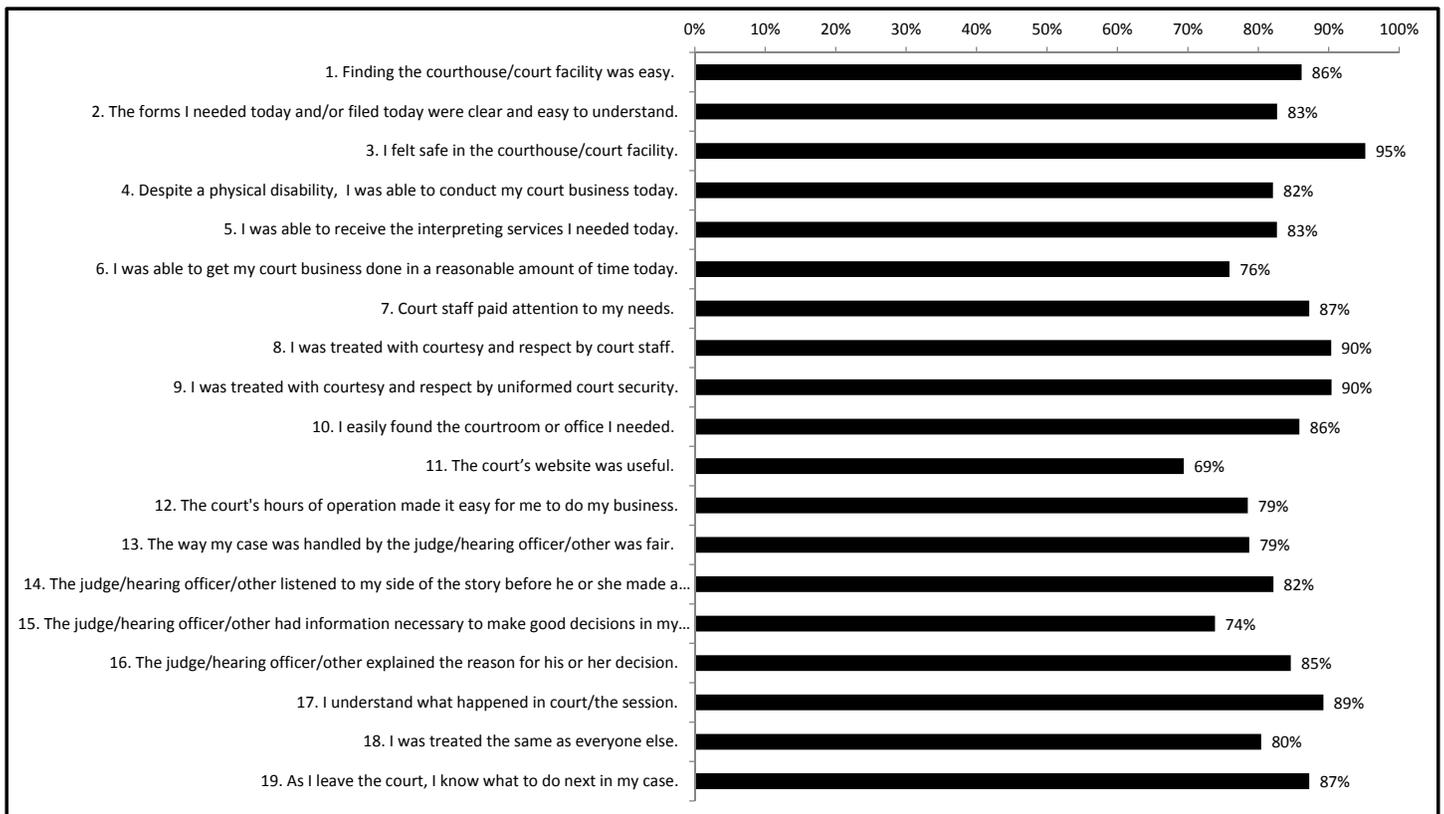
Percent That Agree or Strongly Agree



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.	8	3%	10	4%	14	6%	95	41%	104	45%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	3%	7	3%	22	11%	82	41%	85	42%	83%
3. I felt safe in the courthouse/court facility.	6	3%	2	1%	3	1%	68	30%	150	66%	95%
4. Despite a physical disability, I was able to conduct my court business today.	8	8%	1	1%	10	9%	38	36%	49	46%	82%
5. I was able to receive the interpreting services I needed today.	6	6%	2	2%	9	9%	26	27%	55	56%	83%
6. I was able to get my court business done in a reasonable amount of time today.	20	9%	13	6%	20	9%	67	30%	100	45%	76%
7. Court staff paid attention to my needs.	13	6%	6	3%	10	4%	72	32%	126	56%	87%
8. I was treated with courtesy and respect by court staff.	9	4%	6	3%	7	3%	61	27%	145	64%	90%
9. I was treated with courtesy and respect by uniformed court security.	9	4%	5	2%	8	3%	65	28%	142	62%	90%
10. I easily found the courtroom or office I needed.	8	3%	9	4%	16	7%	77	33%	123	53%	86%
11. The court's website was useful.	11	9%	5	4%	21	17%	41	34%	43	36%	69%
12. The court's hours of operation made it easy for me to do my business.	11	5%	9	4%	26	12%	76	36%	92	43%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	10%	2	2%	9	10%	32	34%	42	45%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	10%	3	4%	4	5%	33	39%	36	43%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	9%	2	2%	13	15%	30	34%	35	40%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	4%	1	1%	9	10%	35	38%	42	46%	85%
17. I understand what happened in court/the session.	3	3%	2	2%	5	5%	40	43%	43	46%	89%
18. I was treated the same as everyone else.	4	4%	7	7%	8	8%	37	38%	41	42%	80%
19. As I leave the court, I know what to do next in my case.	4	4%	2	2%	6	6%	40	43%	42	45%	87%

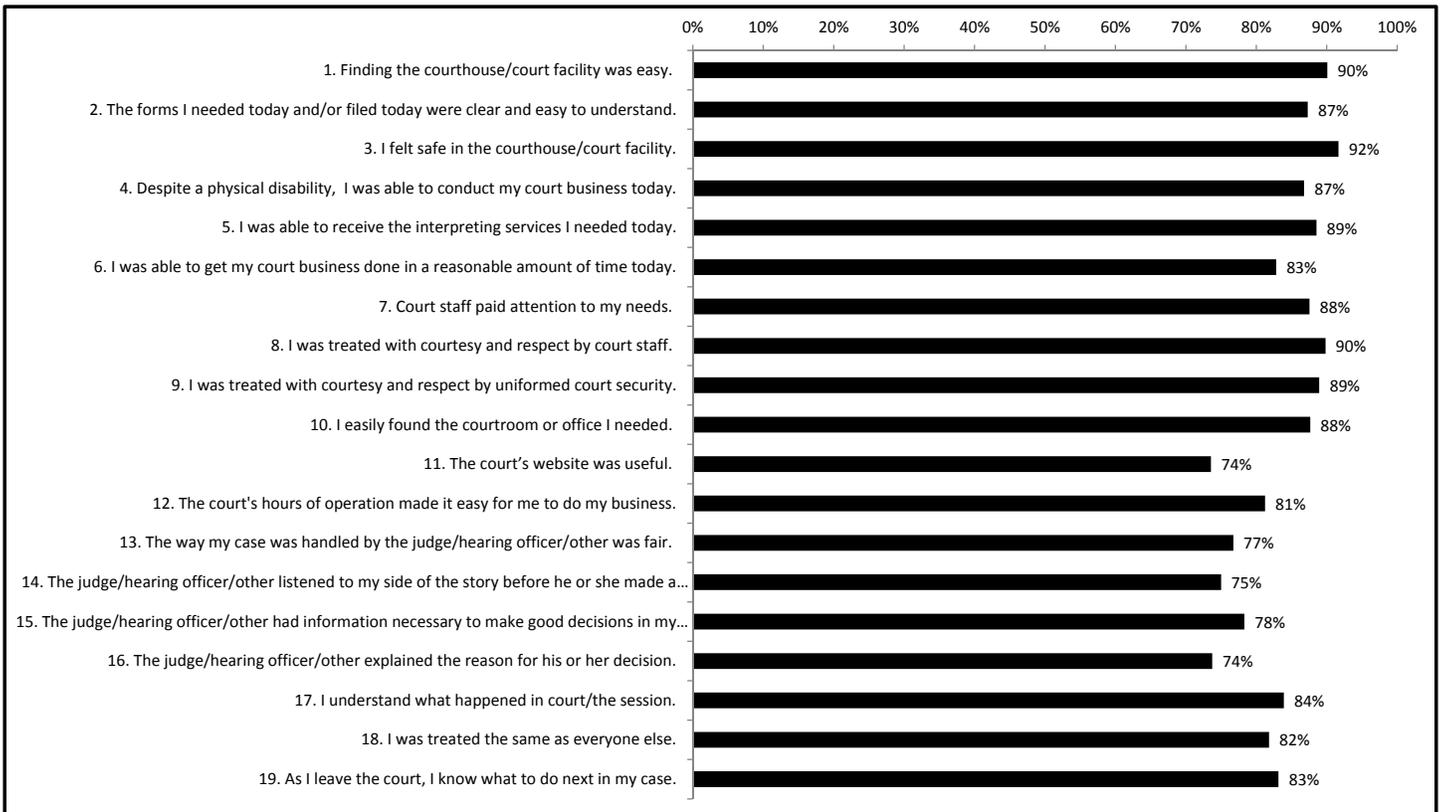
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington 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.	10	4%	7	3%	7	3%	80	33%	138	57%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	3	2%	17	9%	72	37%	100	51%	87%
3. I felt safe in the courthouse/court facility.	11	5%	1	0%	8	3%	62	26%	158	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	3	3%	6	6%	34	32%	58	55%	87%
5. I was able to receive the interpreting services I needed today.	2	2%	1	1%	8	8%	29	30%	56	58%	89%
6. I was able to get my court business done in a reasonable amount of time today.	13	6%	10	4%	16	7%	53	23%	135	59%	83%
7. Court staff paid attention to my needs.	8	4%	8	4%	12	5%	63	28%	134	60%	88%
8. I was treated with courtesy and respect by court staff.	8	3%	5	2%	11	5%	69	29%	143	61%	90%
9. I was treated with courtesy and respect by uniformed court security.	11	5%	6	3%	9	4%	63	27%	146	62%	89%
10. I easily found the courtroom or office I needed.	10	4%	8	3%	11	5%	66	28%	140	60%	88%
11. The court's website was useful.	7	6%	10	8%	15	12%	32	26%	57	47%	74%
12. The court's hours of operation made it easy for me to do my business.	8	4%	10	4%	24	11%	72	32%	110	49%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	7%	8	9%	6	7%	18	21%	48	56%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	8%	6	8%	8	10%	21	26%	39	49%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	5%	6	7%	8	10%	22	27%	43	52%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	9%	2	3%	12	15%	21	26%	38	48%	74%
17. I understand what happened in court/the session.	5	6%	4	5%	5	6%	20	23%	53	61%	84%
18. I was treated the same as everyone else.	7	8%	2	2%	7	8%	25	28%	47	53%	82%
19. As I leave the court, I know what to do next in my case.	5	6%	3	3%	7	8%	22	25%	52	58%	83%

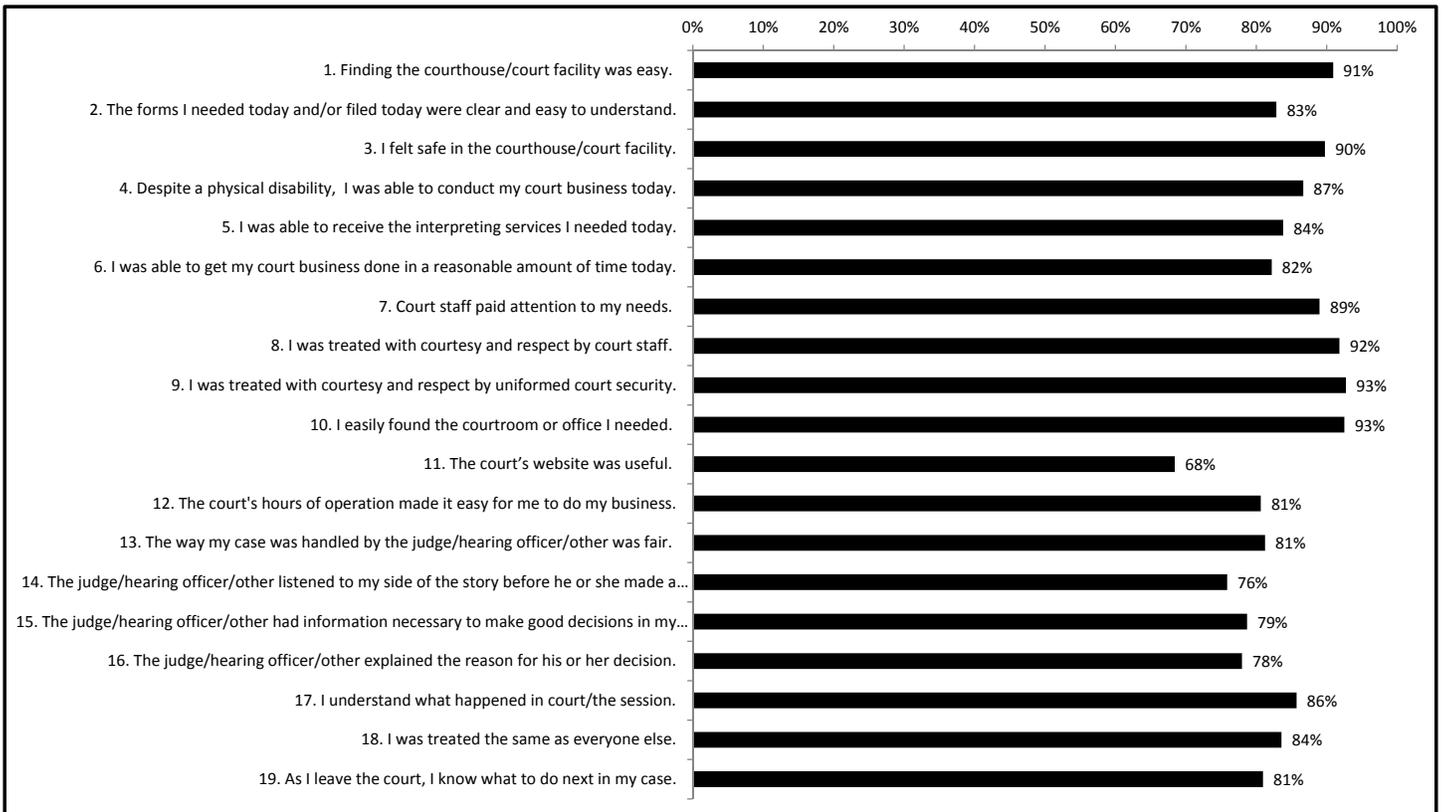
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington County
How often are you in this courthouse/court facility: several times a month

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	3%	4	2%	9	4%	61	26%	149	65%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	6%	5	3%	15	9%	55	31%	90	51%	83%
3. I felt safe in the courthouse/court facility.	10	4%	3	1%	11	5%	52	22%	158	68%	90%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	1	1%	5	7%	22	29%	43	57%	87%
5. I was able to receive the interpreting services I needed today.	4	6%	0	0%	7	10%	17	25%	40	59%	84%
6. I was able to get my court business done in a reasonable amount of time today.	15	7%	7	3%	17	8%	59	27%	121	55%	82%
7. Court staff paid attention to my needs.	13	6%	2	1%	10	4%	50	22%	152	67%	89%
8. I was treated with courtesy and respect by court staff.	10	4%	4	2%	5	2%	44	19%	169	73%	92%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	5	2%	5	2%	51	22%	166	71%	93%
10. I easily found the courtroom or office I needed.	7	3%	3	1%	7	3%	60	26%	150	66%	93%
11. The court's website was useful.	10	9%	6	5%	20	18%	28	25%	50	44%	68%
12. The court's hours of operation made it easy for me to do my business.	11	5%	9	4%	22	10%	57	26%	118	54%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	3	5%	6	9%	15	23%	37	58%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	9%	2	3%	7	12%	12	21%	32	55%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	8%	3	5%	5	8%	14	23%	34	56%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	8%	2	3%	6	10%	13	22%	33	56%	78%
17. I understand what happened in court/the session.	4	6%	1	2%	4	6%	13	21%	41	65%	86%
18. I was treated the same as everyone else.	6	9%	2	3%	3	4%	14	21%	42	63%	84%
19. As I leave the court, I know what to do next in my case.	4	6%	3	5%	5	8%	12	19%	39	62%	81%

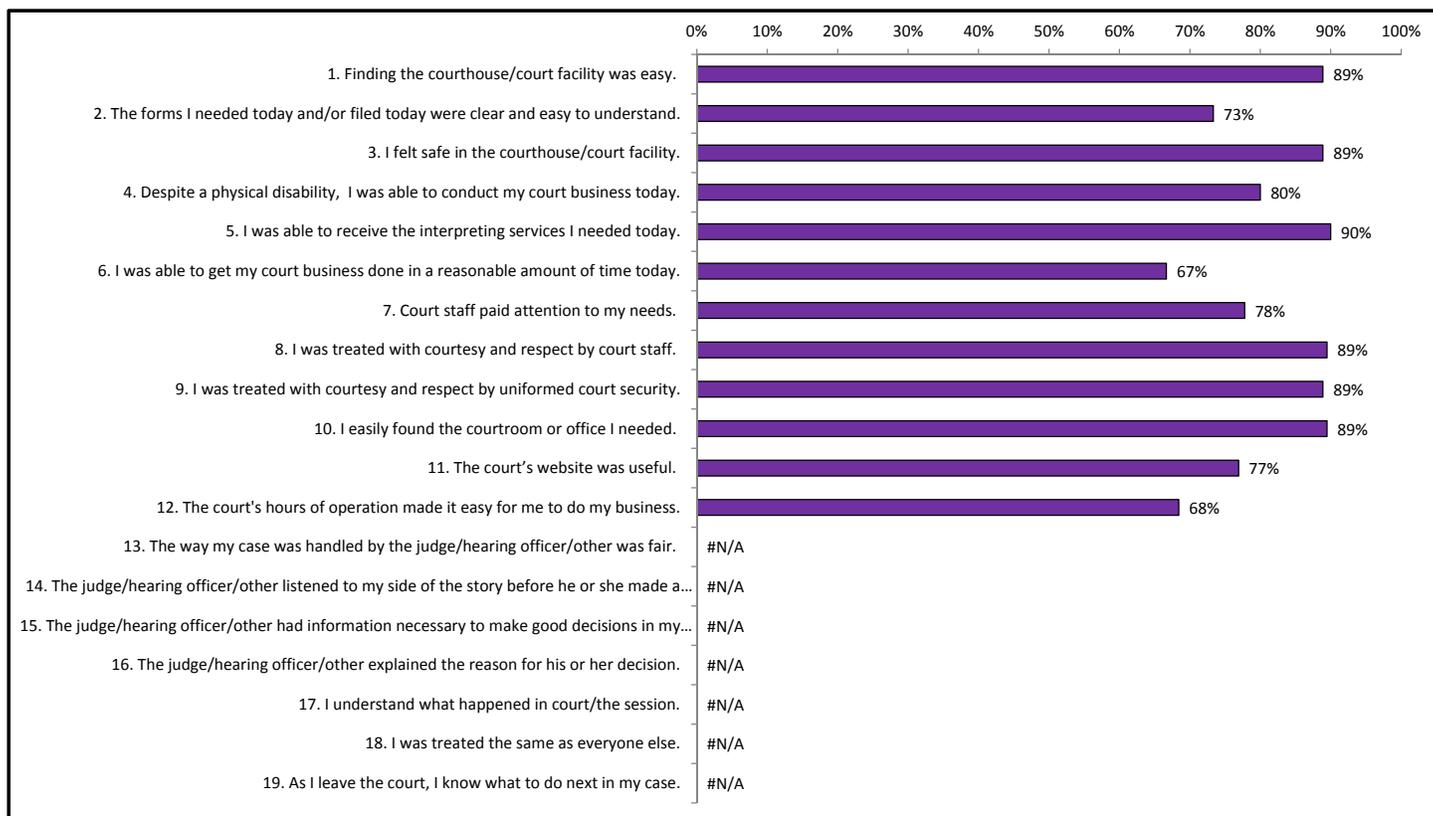
Percent That Agree or Strongly Agree



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.	0	0%	2	11%	0	0%	8	44%	8	44%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	13%	1	7%	1	7%	4	27%	7	47%	73%
3. I felt safe in the courthouse/court facility.	1	6%	0	0%	1	6%	5	28%	11	61%	89%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	0	0%	1	10%	2	20%	6	60%	80%
5. I was able to receive the interpreting services I needed today.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
6. I was able to get my court business done in a reasonable amount of time today.	4	22%	0	0%	2	11%	2	11%	10	56%	67%
7. Court staff paid attention to my needs.	2	11%	0	0%	2	11%	3	17%	11	61%	78%
8. I was treated with courtesy and respect by court staff.	1	5%	0	0%	1	5%	6	32%	11	58%	89%
9. I was treated with courtesy and respect by uniformed court security.	1	6%	1	6%	0	0%	3	17%	13	72%	89%
10. I easily found the courtroom or office I needed.	1	5%	0	0%	1	5%	5	26%	12	63%	89%
11. The court's website was useful.	2	15%	0	0%	1	8%	3	23%	7	54%	77%
12. The court's hours of operation made it easy for me to do my business.	4	21%	0	0%	2	11%	5	26%	8	42%	68%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

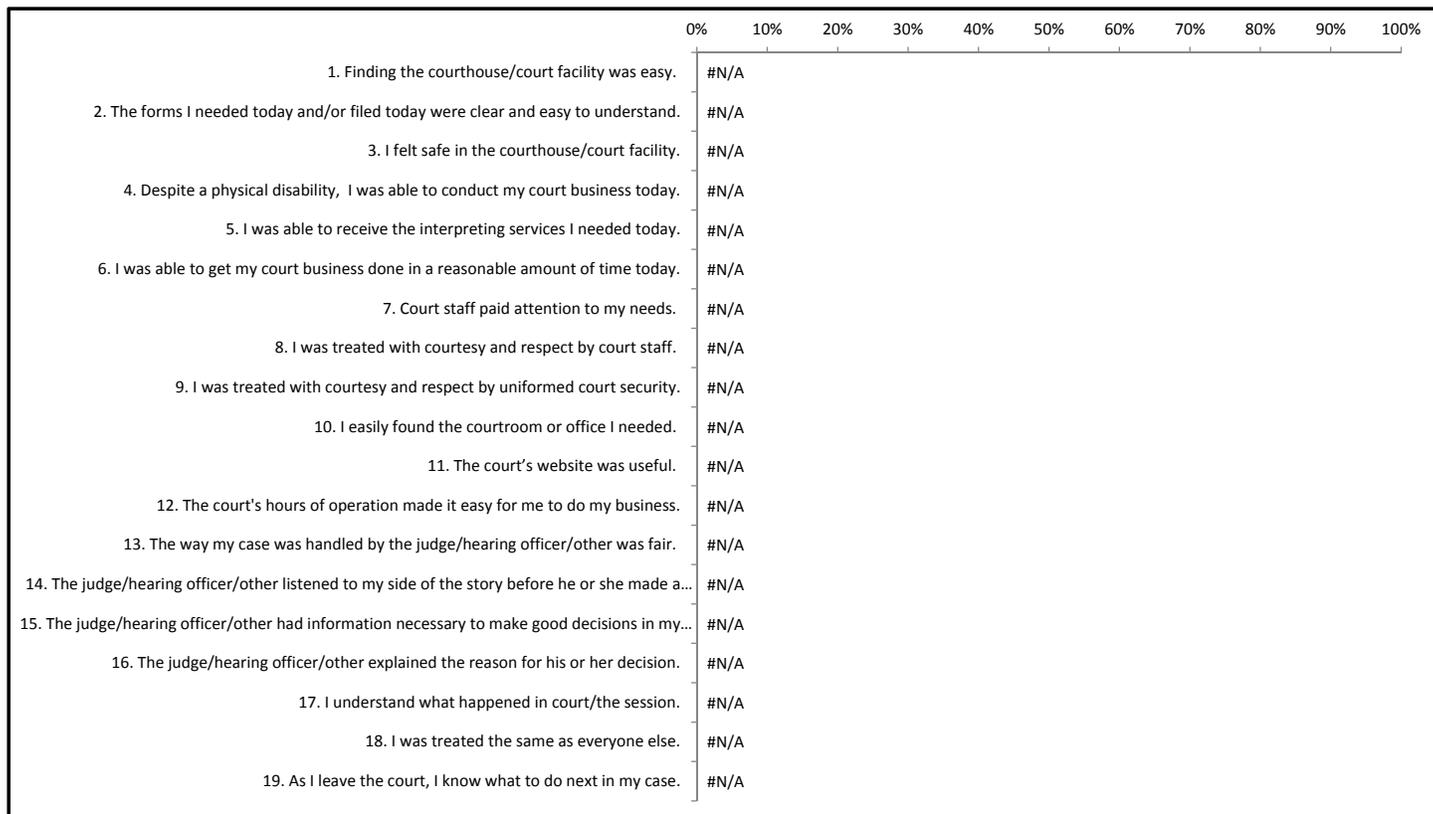
Percent That Agree or Strongly Agree



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

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

Percent That Agree or Strongly Agree

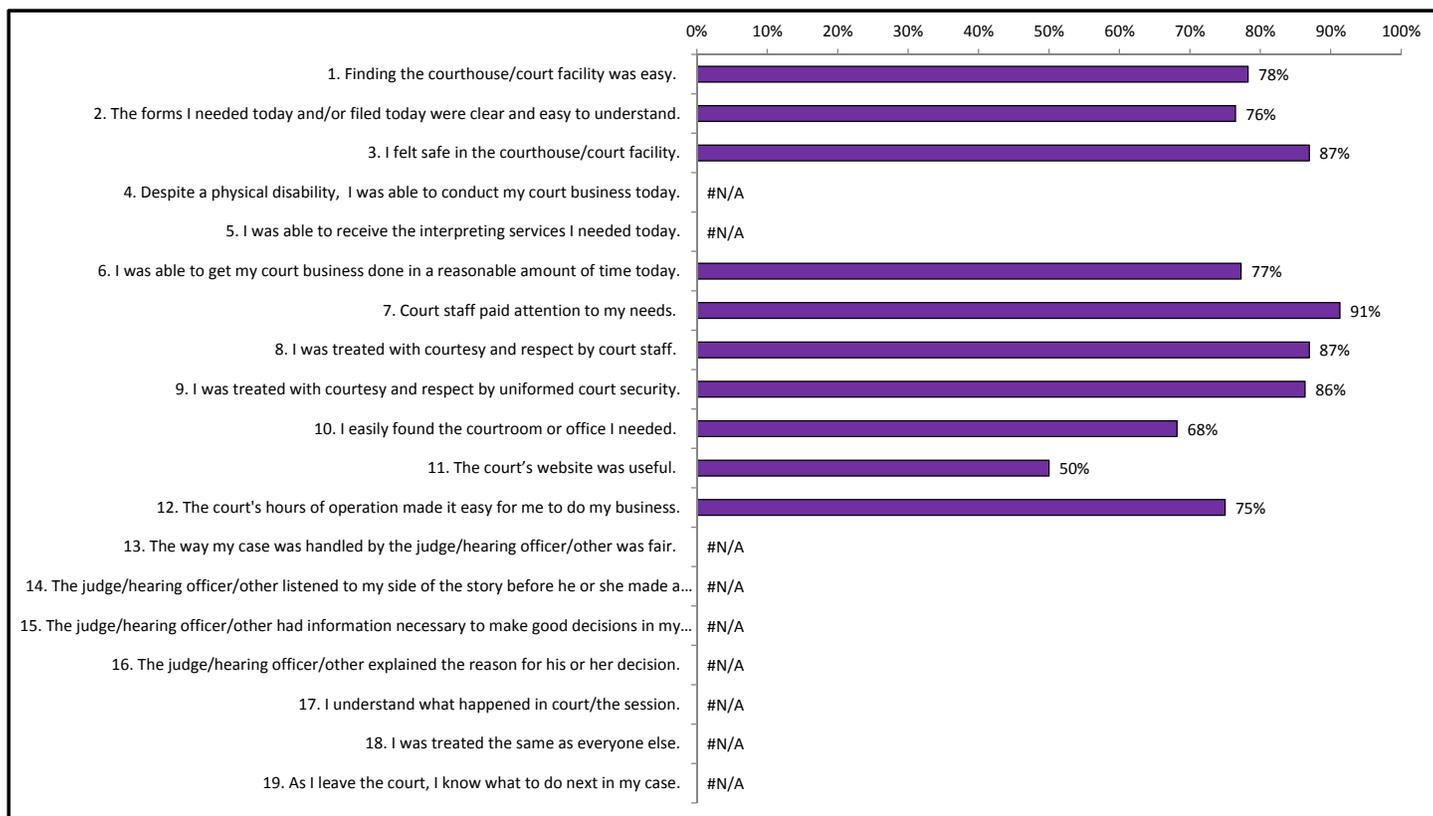


Burlington County

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	9%	2	9%	1	4%	13	57%	5	22%	78%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	6%	0	0%	3	18%	11	65%	2	12%	76%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	2	9%	14	61%	6	26%	87%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	5%	0	0%	4	18%	11	50%	6	27%	77%
7. Court staff paid attention to my needs.	1	4%	0	0%	1	4%	12	52%	9	39%	91%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	2	9%	11	48%	9	39%	87%
9. I was treated with courtesy and respect by uniformed court security.	2	9%	0	0%	1	5%	12	55%	7	32%	86%
10. I easily found the courtroom or office I needed.	2	9%	4	18%	1	5%	11	50%	4	18%	68%
11. The court's website was useful.	1	7%	2	14%	4	29%	5	36%	2	14%	50%
12. The court's hours of operation made it easy for me to do my business.	1	5%	0	0%	4	20%	10	50%	5	25%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

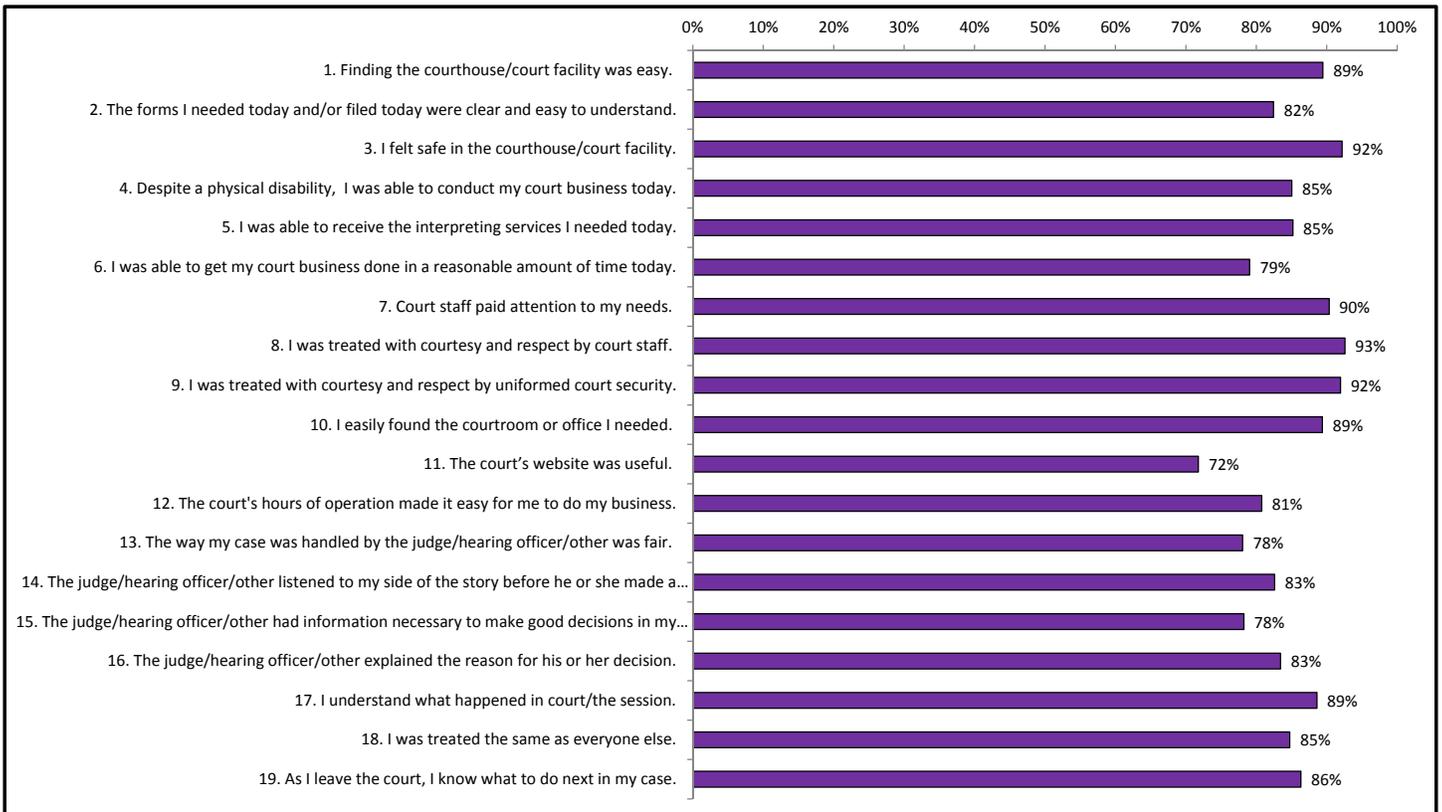
Percent That Agree or Strongly Agree



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.	15	3%	16	3%	19	4%	162	34%	262	55%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	3%	15	4%	41	11%	133	35%	177	47%	82%
3. I felt safe in the courthouse/court facility.	11	2%	6	1%	20	4%	120	25%	317	67%	92%
4. Despite a physical disability, I was able to conduct my court business today.	4	3%	2	1%	16	11%	43	29%	82	56%	85%
5. I was able to receive the interpreting services I needed today.	2	1%	2	1%	17	12%	46	32%	75	53%	85%
6. I was able to get my court business done in a reasonable amount of time today.	28	6%	26	6%	39	9%	111	25%	240	54%	79%
7. Court staff paid attention to my needs.	17	4%	6	1%	21	5%	124	27%	288	63%	90%
8. I was treated with courtesy and respect by court staff.	17	4%	5	1%	13	3%	112	24%	325	69%	93%
9. I was treated with courtesy and respect by uniformed court security.	15	3%	10	2%	13	3%	115	24%	319	68%	92%
10. I easily found the courtroom or office I needed.	15	3%	16	3%	19	4%	133	28%	288	61%	89%
11. The court's website was useful.	12	5%	15	6%	41	17%	70	29%	103	43%	72%
12. The court's hours of operation made it easy for me to do my business.	16	4%	19	4%	50	11%	140	32%	217	49%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	6%	8	5%	16	10%	34	22%	87	56%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	7%	6	4%	9	7%	34	25%	80	58%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	7%	3	2%	18	12%	35	24%	80	54%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	6%	1	1%	14	10%	41	28%	80	55%	83%
17. I understand what happened in court/the session.	8	5%	5	3%	5	3%	43	27%	97	61%	89%
18. I was treated the same as everyone else.	10	6%	8	5%	7	4%	42	26%	97	59%	85%
19. As I leave the court, I know what to do next in my case.	6	4%	4	2%	12	7%	47	29%	92	57%	86%

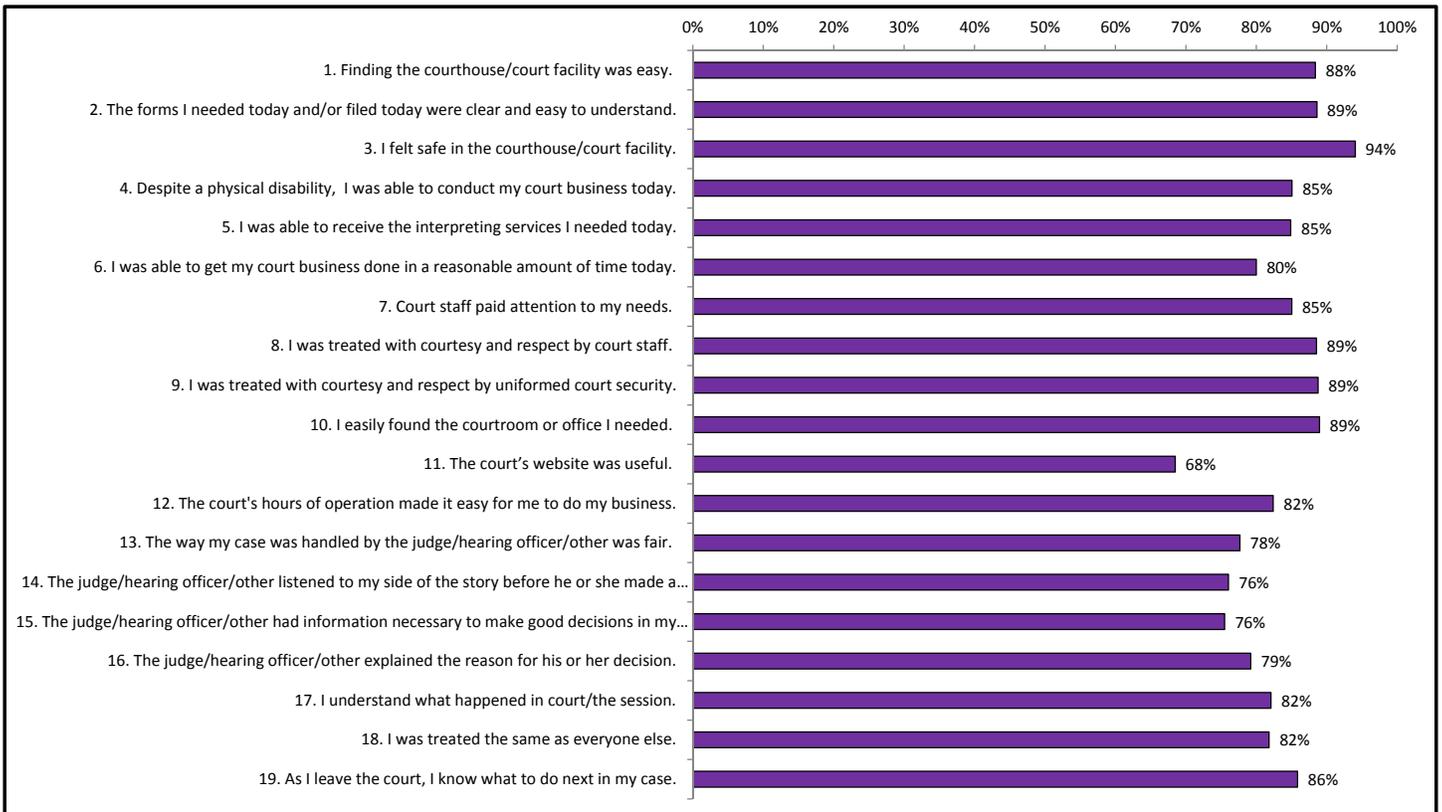
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Burlington 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.	15	6%	5	2%	11	4%	97	36%	139	52%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	5%	4	2%	12	5%	93	39%	117	49%	89%
3. I felt safe in the courthouse/court facility.	15	6%	0	0%	1	0%	83	31%	170	63%	94%
4. Despite a physical disability, I was able to conduct my court business today.	12	8%	2	1%	9	6%	61	40%	70	45%	85%
5. I was able to receive the interpreting services I needed today.	12	9%	1	1%	8	6%	39	28%	79	57%	85%
6. I was able to get my court business done in a reasonable amount of time today.	23	9%	10	4%	18	7%	80	31%	124	49%	80%
7. Court staff paid attention to my needs.	19	7%	7	3%	12	5%	84	33%	132	52%	85%
8. I was treated with courtesy and respect by court staff.	15	6%	6	2%	9	3%	80	31%	152	58%	89%
9. I was treated with courtesy and respect by uniformed court security.	12	4%	6	2%	12	4%	83	31%	154	58%	89%
10. I easily found the courtroom or office I needed.	12	5%	8	3%	9	3%	90	34%	144	55%	89%
11. The court's website was useful.	15	10%	5	3%	26	18%	43	29%	57	39%	68%
12. The court's hours of operation made it easy for me to do my business.	15	6%	9	4%	20	8%	91	36%	115	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	10%	3	3%	10	10%	29	28%	51	50%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	11%	1	1%	11	11%	33	34%	40	42%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	7%	6	6%	11	11%	31	32%	43	44%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	6%	2	2%	13	13%	31	31%	49	49%	79%
17. I understand what happened in court/the session.	6	6%	3	3%	10	9%	32	30%	55	52%	82%
18. I was treated the same as everyone else.	8	7%	3	3%	9	8%	35	32%	55	50%	82%
19. As I leave the court, I know what to do next in my case.	9	8%	0	0%	6	6%	35	33%	56	53%	86%

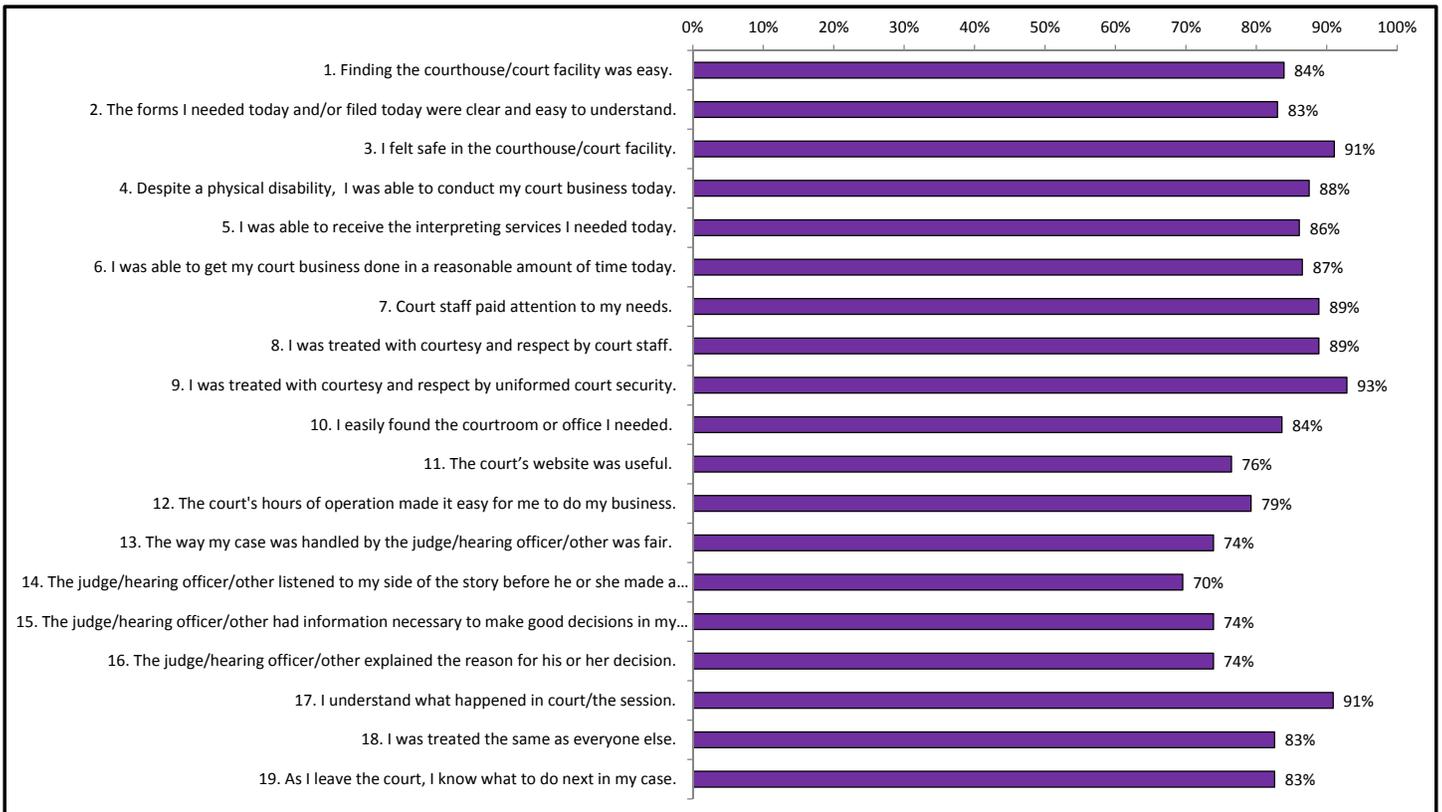
Percent That Agree or Strongly Agree



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.	1	2%	5	9%	3	5%	16	29%	31	55%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	1	2%	6	11%	19	36%	25	47%	83%
3. I felt safe in the courthouse/court facility.	2	4%	0	0%	3	5%	14	25%	37	66%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	1	3%	2	6%	13	41%	15	47%	88%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	5	14%	10	28%	21	58%	86%
6. I was able to get my court business done in a reasonable amount of time today.	3	6%	1	2%	3	6%	18	35%	27	52%	87%
7. Court staff paid attention to my needs.	0	0%	3	6%	3	6%	13	24%	35	65%	89%
8. I was treated with courtesy and respect by court staff.	0	0%	4	7%	2	4%	12	22%	36	67%	89%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	1	2%	1	2%	12	21%	40	71%	93%
10. I easily found the courtroom or office I needed.	4	7%	1	2%	4	7%	15	27%	31	56%	84%
11. The court's website was useful.	1	3%	2	6%	5	15%	7	21%	19	56%	76%
12. The court's hours of operation made it easy for me to do my business.	2	4%	1	2%	8	15%	9	17%	33	62%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	4	17%	2	9%	8	35%	9	39%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	4	17%	3	13%	11	48%	5	22%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	3	13%	3	13%	10	43%	7	30%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	4%	1	4%	4	17%	7	30%	10	43%	74%
17. I understand what happened in court/the session.	0	0%	1	5%	1	5%	11	50%	9	41%	91%
18. I was treated the same as everyone else.	1	4%	2	9%	1	4%	12	52%	7	30%	83%
19. As I leave the court, I know what to do next in my case.	0	0%	2	9%	2	9%	11	48%	8	35%	83%

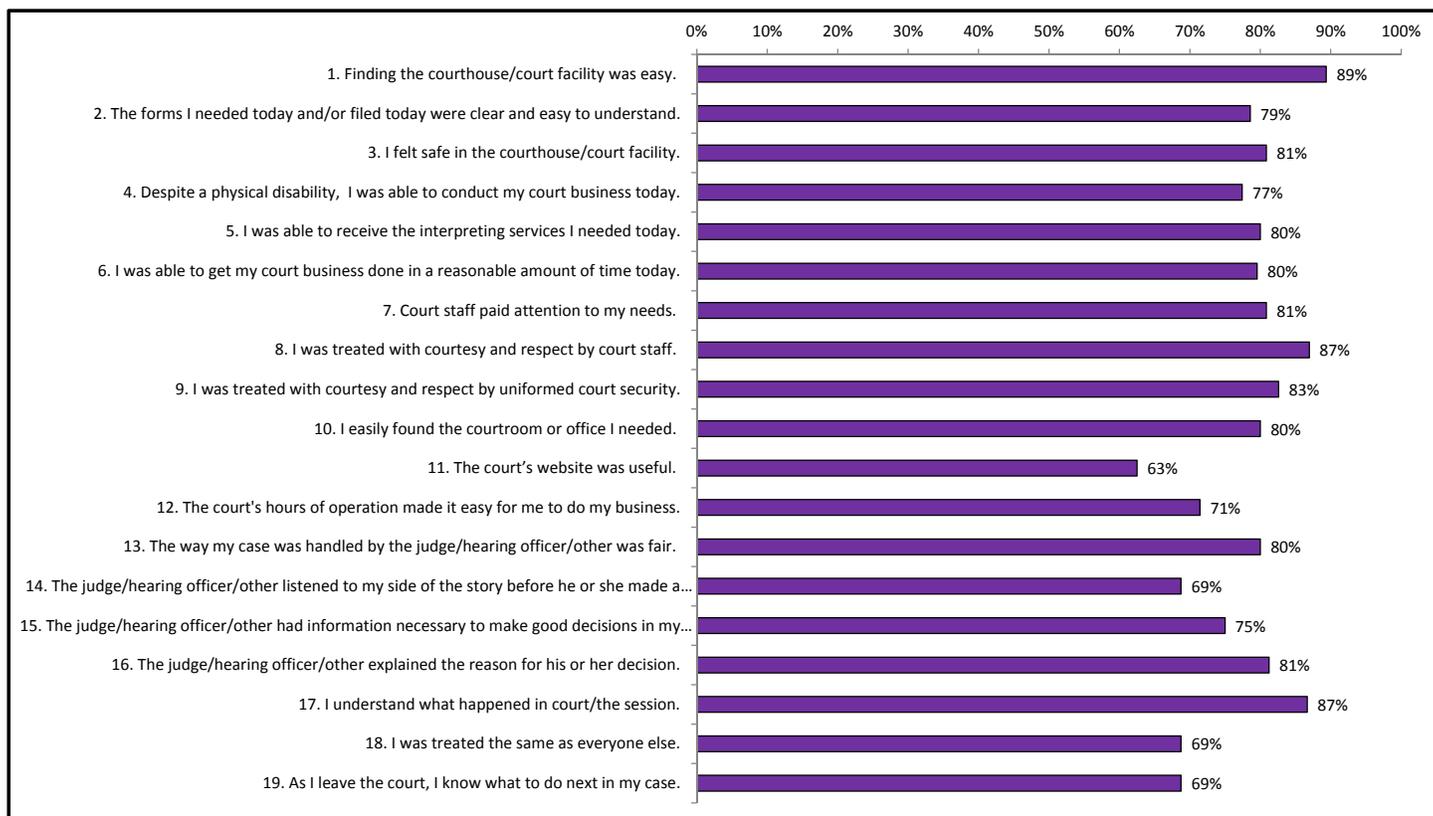
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	6%	2	4%	0	0%	13	28%	29	62%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	10%	1	2%	4	10%	9	21%	24	57%	79%
3. I felt safe in the courthouse/court facility.	5	11%	1	2%	3	6%	9	19%	29	62%	81%
4. Despite a physical disability, I was able to conduct my court business today.	4	13%	1	3%	2	6%	5	16%	19	61%	77%
5. I was able to receive the interpreting services I needed today.	3	12%	0	0%	2	8%	6	24%	14	56%	80%
6. I was able to get my court business done in a reasonable amount of time today.	6	14%	0	0%	3	7%	10	23%	25	57%	80%
7. Court staff paid attention to my needs.	5	11%	1	2%	3	6%	11	23%	27	57%	81%
8. I was treated with courtesy and respect by court staff.	4	9%	0	0%	2	4%	8	17%	32	70%	87%
9. I was treated with courtesy and respect by uniformed court security.	4	9%	2	4%	2	4%	7	15%	31	67%	83%
10. I easily found the courtroom or office I needed.	4	9%	0	0%	5	11%	11	24%	25	56%	80%
11. The court's website was useful.	4	17%	4	17%	1	4%	5	21%	10	42%	63%
12. The court's hours of operation made it easy for me to do my business.	5	12%	2	5%	5	12%	7	17%	23	55%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	13%	1	7%	0	0%	2	13%	10	67%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	19%	1	6%	1	6%	2	13%	9	56%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	13%	1	6%	1	6%	3	19%	9	56%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	1	6%	0	0%	4	25%	9	56%	81%
17. I understand what happened in court/the session.	2	13%	0	0%	0	0%	3	20%	10	67%	87%
18. I was treated the same as everyone else.	2	13%	1	6%	2	13%	2	13%	9	56%	69%
19. As I leave the court, I know what to do next in my case.	3	19%	1	6%	1	6%	1	6%	10	63%	69%

Percent That Agree or Strongly Agree

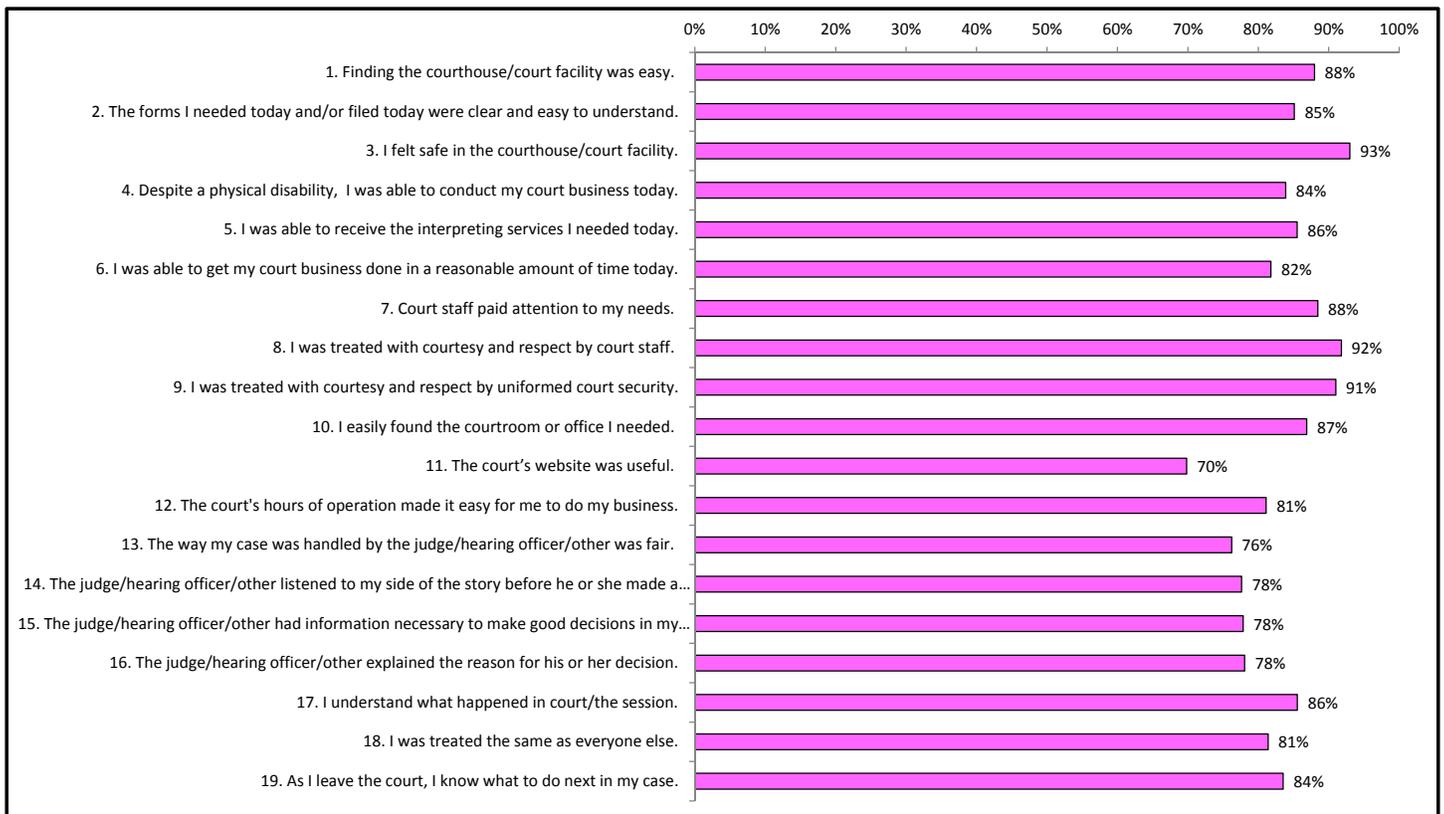


Burlington County

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.	20	4%	14	3%	23	5%	168	35%	249	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	3%	10	2%	37	9%	157	39%	186	46%	85%
3. I felt safe in the courthouse/court facility.	20	4%	4	1%	9	2%	135	29%	304	64%	93%
4. Despite a physical disability, I was able to conduct my court business today.	11	5%	4	2%	19	9%	78	37%	99	47%	84%
5. I was able to receive the interpreting services I needed today.	11	5%	1	0%	19	9%	71	33%	112	52%	86%
6. I was able to get my court business done in a reasonable amount of time today.	32	7%	16	4%	35	8%	138	30%	235	52%	82%
7. Court staff paid attention to my needs.	21	5%	9	2%	23	5%	137	30%	269	59%	88%
8. I was treated with courtesy and respect by court staff.	14	3%	10	2%	14	3%	128	28%	297	64%	92%
9. I was treated with courtesy and respect by uniformed court security.	17	4%	9	2%	16	3%	131	28%	294	63%	91%
10. I easily found the courtroom or office I needed.	20	4%	14	3%	27	6%	158	34%	246	53%	87%
11. The court's website was useful.	21	9%	7	3%	45	19%	79	33%	90	37%	70%
12. The court's hours of operation made it easy for me to do my business.	23	5%	12	3%	50	11%	156	35%	209	46%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	7%	13	8%	15	9%	46	28%	79	48%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	7%	9	6%	15	10%	50	33%	68	45%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	5%	9	6%	18	11%	50	32%	73	46%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	7%	3	2%	20	13%	49	32%	72	46%	78%
17. I understand what happened in court/the session.	10	6%	6	4%	8	5%	51	31%	91	55%	86%
18. I was treated the same as everyone else.	10	6%	7	4%	15	9%	56	33%	84	49%	81%
19. As I leave the court, I know what to do next in my case.	9	5%	4	2%	15	9%	54	32%	88	52%	84%

Percent That Agree or Strongly Agree



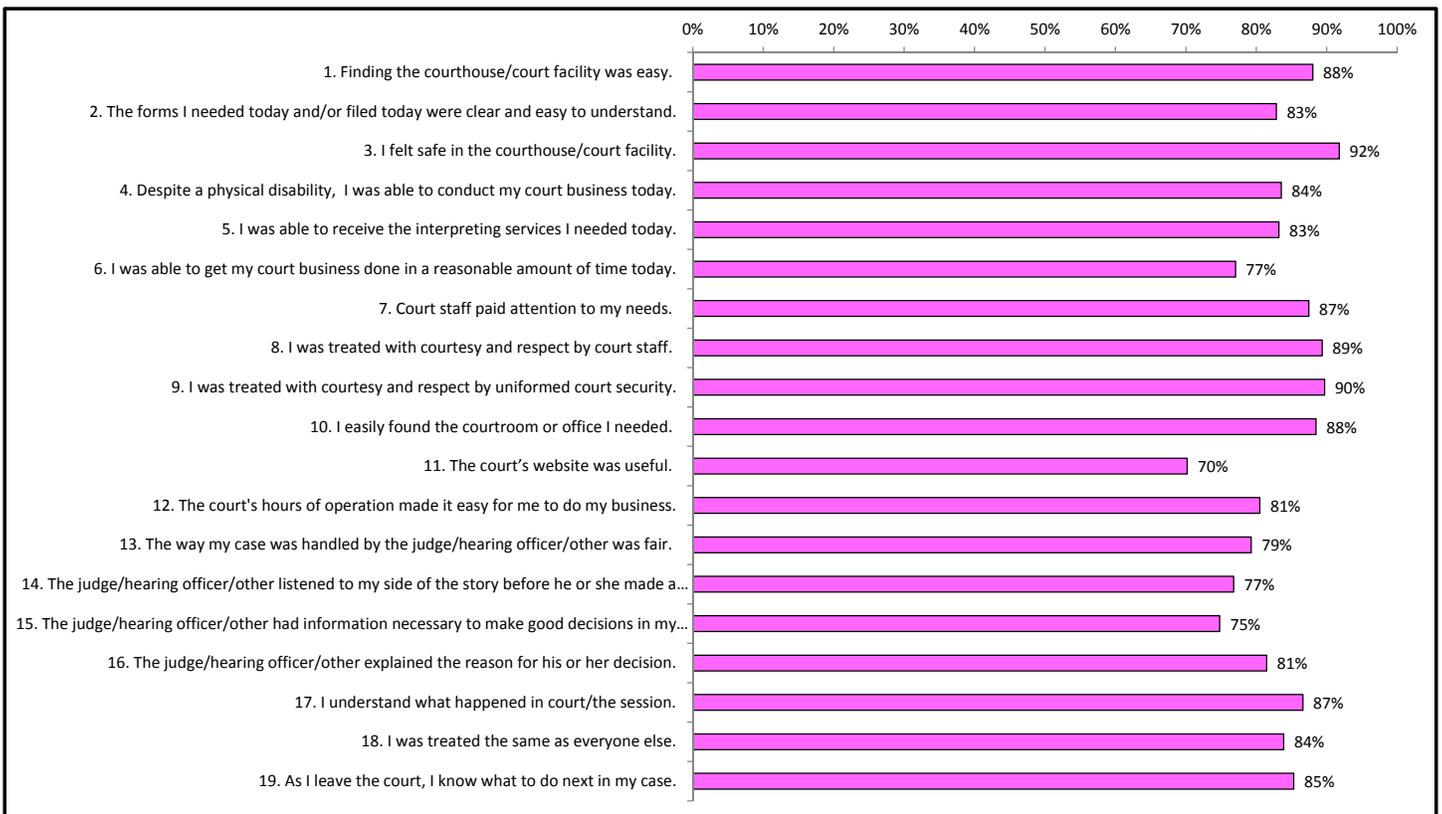
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Burlington 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.	15	4%	16	4%	15	4%	125	33%	213	55%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	14	4%	12	4%	28	9%	104	33%	157	50%	83%
3. I felt safe in the courthouse/court facility.	12	3%	4	1%	16	4%	105	27%	252	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	10	6%	2	1%	14	9%	47	30%	85	54%	84%
5. I was able to receive the interpreting services I needed today.	5	4%	3	2%	14	11%	33	25%	76	58%	83%
6. I was able to get my court business done in a reasonable amount of time today.	25	7%	21	6%	35	10%	87	25%	185	52%	77%
7. Court staff paid attention to my needs.	21	6%	9	2%	16	4%	97	26%	224	61%	87%
8. I was treated with courtesy and respect by court staff.	21	5%	7	2%	13	3%	90	23%	254	66%	89%
9. I was treated with courtesy and respect by uniformed court security.	17	4%	11	3%	12	3%	93	24%	255	66%	90%
10. I easily found the courtroom or office I needed.	16	4%	14	4%	14	4%	96	25%	242	63%	88%
11. The court's website was useful.	11	5%	18	9%	33	16%	47	23%	99	48%	70%
12. The court's hours of operation made it easy for me to do my business.	14	4%	19	5%	36	10%	103	29%	182	51%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	8%	5	4%	13	9%	33	24%	78	56%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	11%	4	3%	11	9%	31	25%	65	52%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	9%	4	3%	17	13%	33	25%	65	50%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	5%	4	3%	14	10%	37	27%	73	54%	81%
17. I understand what happened in court/the session.	6	4%	3	2%	10	7%	43	30%	80	56%	87%
18. I was treated the same as everyone else.	11	7%	7	5%	6	4%	41	28%	84	56%	84%
19. As I leave the court, I know what to do next in my case.	9	6%	4	3%	8	6%	42	29%	80	56%	85%

Percent That Agree or Strongly Agree

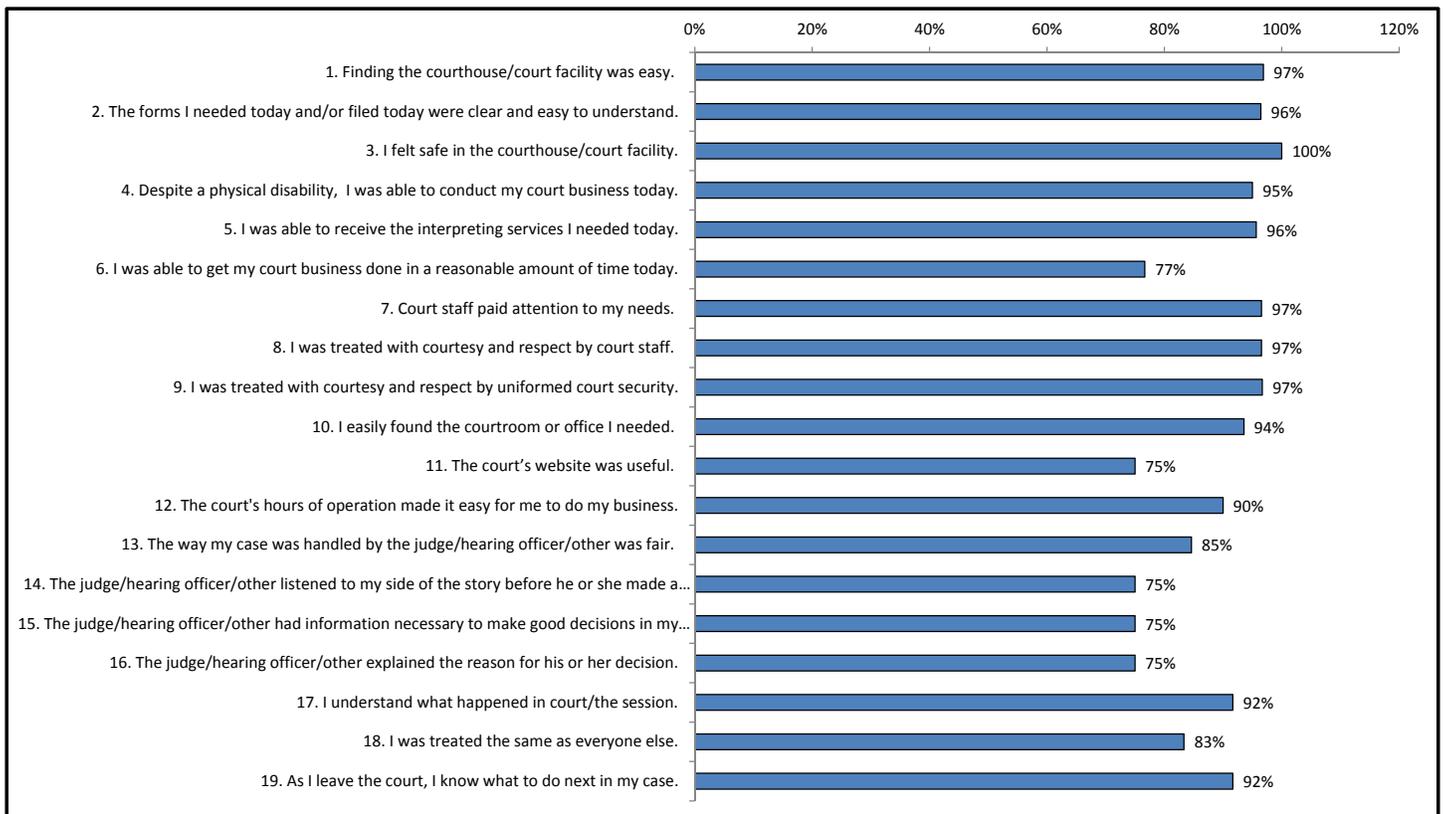


Burlington County

What is your age: under 20

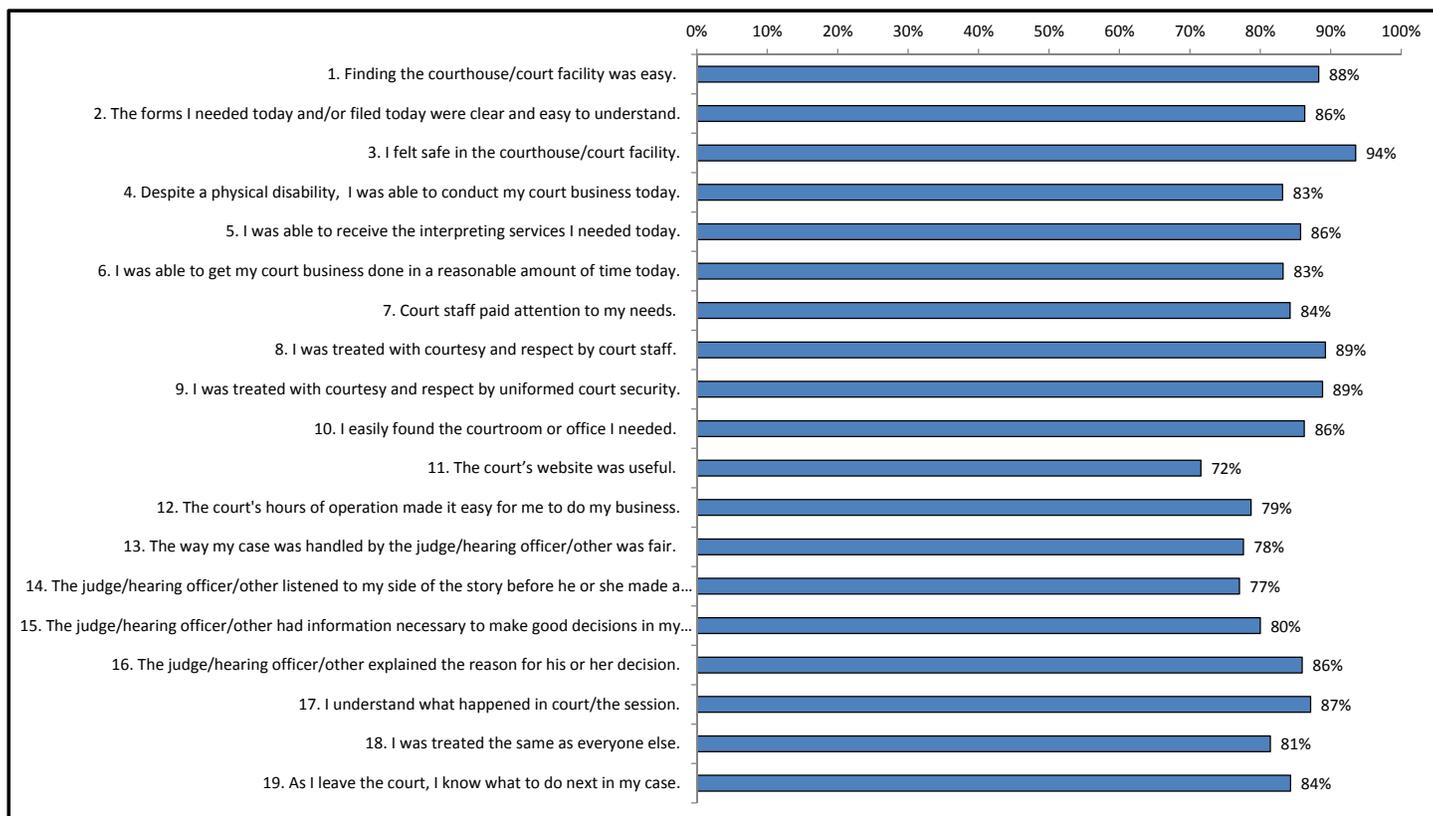
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	1	3%	15	47%	16	50%	97%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	4%	9	32%	18	64%	96%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	14	44%	18	56%	100%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	5%	8	40%	11	55%	95%
5. I was able to receive the interpreting services I needed today.	1	4%	0	0%	0	0%	8	35%	14	61%	96%
6. I was able to get my court business done in a reasonable amount of time today.	2	7%	1	3%	4	13%	9	30%	14	47%	77%
7. Court staff paid attention to my needs.	1	3%	0	0%	0	0%	13	45%	15	52%	97%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	3%	10	34%	18	62%	97%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	3%	12	40%	17	57%	97%
10. I easily found the courtroom or office I needed.	0	0%	2	6%	0	0%	14	45%	15	48%	94%
11. The court's website was useful.	0	0%	0	0%	4	25%	2	13%	10	63%	75%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	3%	2	7%	6	20%	21	70%	90%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	1	8%	0	0%	1	8%	10	77%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	8%	1	8%	1	8%	4	33%	5	42%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	8%	1	8%	1	8%	3	25%	6	50%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	3	25%	4	33%	5	42%	75%
17. I understand what happened in court/the session.	0	0%	1	8%	0	0%	5	42%	6	50%	92%
18. I was treated the same as everyone else.	0	0%	0	0%	2	17%	4	33%	6	50%	83%
19. As I leave the court, I know what to do next in my case.	0	0%	1	8%	0	0%	3	25%	8	67%	92%

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.	8	4%	8	4%	6	3%	66	35%	100	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	5%	5	3%	9	5%	60	36%	85	51%	86%
3. I felt safe in the courthouse/court facility.	6	3%	1	1%	5	3%	56	30%	118	63%	94%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	1	1%	11	11%	31	31%	53	52%	83%
5. I was able to receive the interpreting services I needed today.	4	4%	1	1%	10	10%	30	29%	60	57%	86%
6. I was able to get my court business done in a reasonable amount of time today.	15	8%	5	3%	10	6%	54	30%	95	53%	83%
7. Court staff paid attention to my needs.	11	6%	3	2%	15	8%	53	29%	102	55%	84%
8. I was treated with courtesy and respect by court staff.	9	5%	3	2%	8	4%	50	27%	116	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	7	4%	6	3%	8	4%	50	27%	117	62%	89%
10. I easily found the courtroom or office I needed.	9	5%	6	3%	11	6%	53	28%	110	58%	86%
11. The court's website was useful.	8	7%	5	5%	18	17%	27	25%	51	47%	72%
12. The court's hours of operation made it easy for me to do my business.	10	5%	8	4%	21	11%	54	30%	90	49%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	6%	4	6%	7	10%	14	21%	38	57%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	10%	1	2%	7	11%	15	25%	32	52%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	6%	3	5%	6	9%	14	22%	38	58%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	5%	1	2%	5	8%	18	28%	37	58%	86%
17. I understand what happened in court/the session.	4	6%	1	1%	4	6%	19	27%	42	60%	87%
18. I was treated the same as everyone else.	6	9%	2	3%	5	7%	18	26%	39	56%	81%
19. As I leave the court, I know what to do next in my case.	5	7%	2	3%	4	6%	20	29%	39	56%	84%

Percent That Agree or Strongly Agree

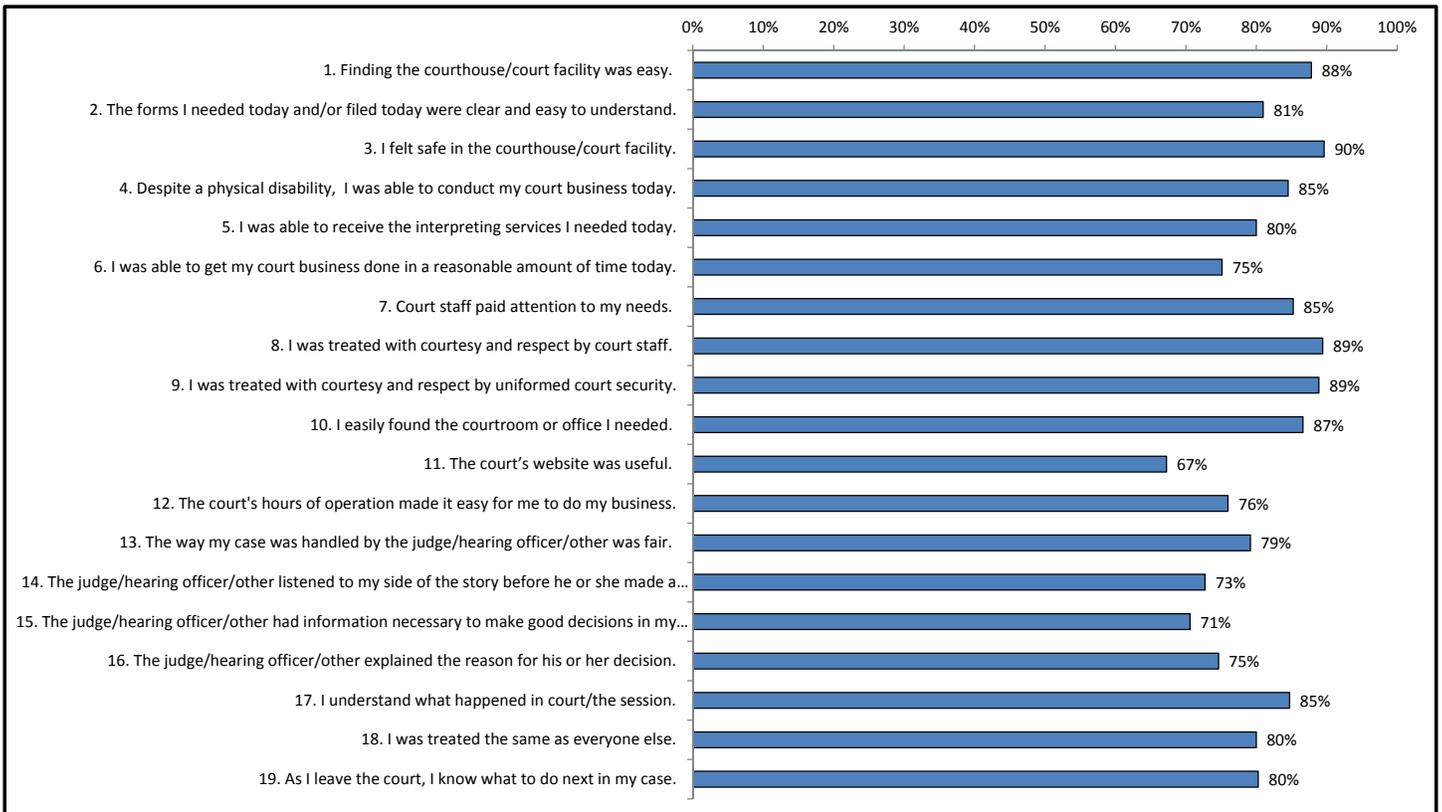


Burlington County

What is your age: 30 - 39

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	5%	6	3%	8	4%	59	31%	107	57%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	5	3%	19	12%	54	33%	78	48%	81%
3. I felt safe in the courthouse/court facility.	10	5%	1	1%	9	5%	49	25%	124	64%	90%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	1	1%	7	8%	26	31%	45	54%	85%
5. I was able to receive the interpreting services I needed today.	4	5%	1	1%	11	14%	21	26%	43	54%	80%
6. I was able to get my court business done in a reasonable amount of time today.	17	10%	5	3%	22	12%	48	27%	85	48%	75%
7. Court staff paid attention to my needs.	10	5%	6	3%	11	6%	49	27%	107	58%	85%
8. I was treated with courtesy and respect by court staff.	6	3%	5	3%	9	5%	47	25%	122	65%	89%
9. I was treated with courtesy and respect by uniformed court security.	9	5%	2	1%	10	5%	44	23%	124	66%	89%
10. I easily found the courtroom or office I needed.	9	5%	7	4%	9	5%	52	28%	110	59%	87%
11. The court's website was useful.	7	6%	8	7%	23	20%	35	30%	43	37%	67%
12. The court's hours of operation made it easy for me to do my business.	13	7%	7	4%	23	13%	54	30%	82	46%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	6%	3	4%	8	11%	26	36%	31	43%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	6%	4	6%	10	15%	23	35%	25	38%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	7%	1	1%	14	21%	21	31%	27	40%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	6%	3	4%	11	15%	21	30%	32	45%	75%
17. I understand what happened in court/the session.	2	3%	1	1%	8	11%	22	31%	39	54%	85%
18. I was treated the same as everyone else.	4	5%	6	8%	5	7%	25	33%	35	47%	80%
19. As I leave the court, I know what to do next in my case.	4	6%	3	4%	7	10%	21	30%	36	51%	80%

Percent That Agree or Strongly Agree

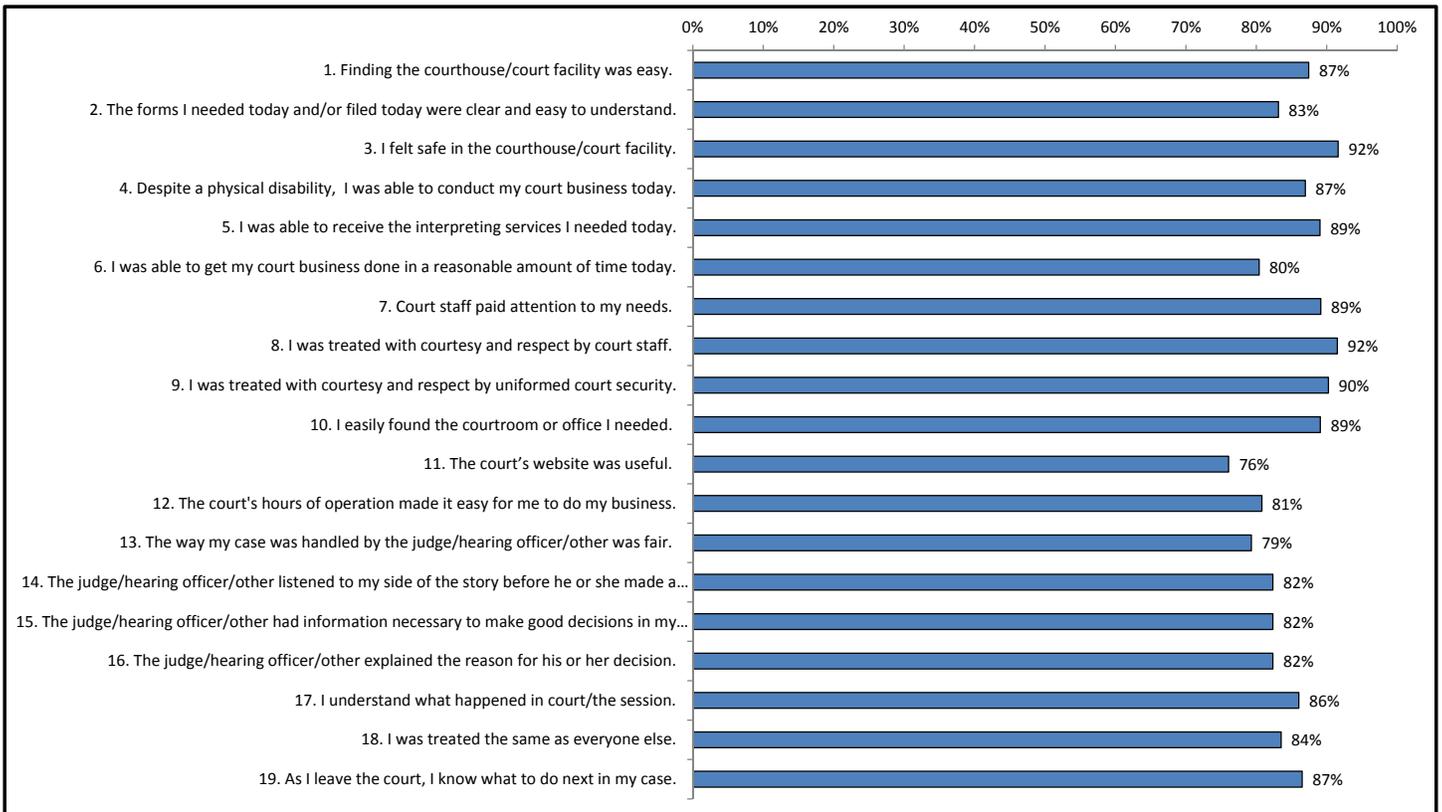


Burlington County

What is your age: 40 - 49

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	4%	8	4%	10	5%	68	32%	120	56%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	3%	7	4%	16	9%	69	40%	74	43%	83%
3. I felt safe in the courthouse/court facility.	9	4%	4	2%	5	2%	61	28%	136	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	6	7%	2	2%	4	4%	32	35%	48	52%	87%
5. I was able to receive the interpreting services I needed today.	3	4%	1	1%	4	5%	25	34%	40	55%	89%
6. I was able to get my court business done in a reasonable amount of time today.	10	5%	16	8%	13	7%	52	26%	108	54%	80%
7. Court staff paid attention to my needs.	7	3%	6	3%	9	4%	59	29%	122	60%	89%
8. I was treated with courtesy and respect by court staff.	8	4%	3	1%	7	3%	57	27%	137	65%	92%
9. I was treated with courtesy and respect by uniformed court security.	10	5%	6	3%	5	2%	54	25%	140	65%	90%
10. I easily found the courtroom or office I needed.	8	4%	8	4%	7	3%	67	32%	121	57%	89%
11. The court's website was useful.	6	5%	8	7%	14	12%	35	30%	54	46%	76%
12. The court's hours of operation made it easy for me to do my business.	7	3%	10	5%	22	11%	66	33%	98	48%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	8%	6	7%	5	6%	25	29%	44	51%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	7%	4	5%	5	6%	25	29%	45	53%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	6%	4	5%	6	7%	28	33%	42	49%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	6%	2	2%	8	9%	29	34%	41	48%	82%
17. I understand what happened in court/the session.	3	3%	4	5%	5	6%	28	33%	46	53%	86%
18. I was treated the same as everyone else.	5	5%	5	5%	5	5%	28	31%	48	53%	84%
19. As I leave the court, I know what to do next in my case.	3	3%	2	2%	7	8%	32	36%	45	51%	87%

Percent That Agree or Strongly Agree

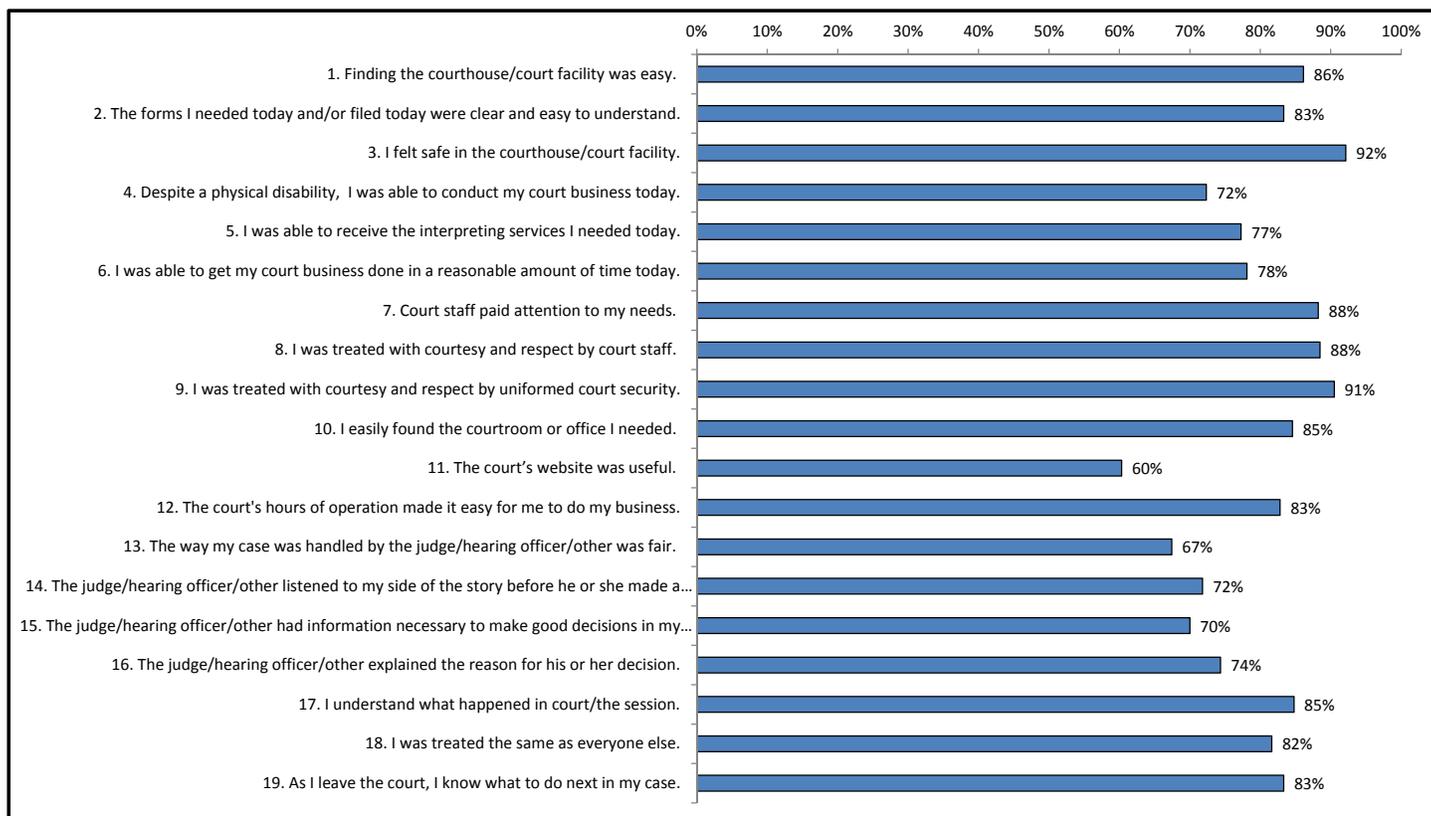


Burlington County

What is your age: 50 - 59

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	5%	6	4%	6	4%	46	34%	72	53%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	3	3%	11	10%	35	31%	60	53%	83%
3. I felt safe in the courthouse/court facility.	6	4%	1	1%	4	3%	36	26%	93	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	6%	1	2%	9	19%	17	36%	17	36%	72%
5. I was able to receive the interpreting services I needed today.	3	7%	1	2%	6	14%	13	30%	21	48%	77%
6. I was able to get my court business done in a reasonable amount of time today.	8	6%	5	4%	17	12%	40	29%	67	49%	78%
7. Court staff paid attention to my needs.	10	7%	3	2%	3	2%	36	26%	84	62%	88%
8. I was treated with courtesy and respect by court staff.	10	7%	4	3%	2	1%	35	25%	88	63%	88%
9. I was treated with courtesy and respect by uniformed court security.	5	4%	5	4%	3	2%	40	29%	84	61%	91%
10. I easily found the courtroom or office I needed.	8	6%	4	3%	9	7%	40	29%	75	55%	85%
11. The court's website was useful.	9	14%	2	3%	14	22%	15	24%	23	37%	60%
12. The court's hours of operation made it easy for me to do my business.	7	5%	3	2%	12	9%	47	37%	59	46%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	12%	2	5%	7	16%	7	16%	22	51%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	13%	3	8%	3	8%	12	31%	16	41%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	10%	2	5%	6	15%	11	28%	17	43%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	13%	0	0%	5	13%	10	26%	19	49%	74%
17. I understand what happened in court/the session.	5	11%	1	2%	1	2%	16	35%	23	50%	85%
18. I was treated the same as everyone else.	4	8%	1	2%	4	8%	15	31%	25	51%	82%
19. As I leave the court, I know what to do next in my case.	4	8%	0	0%	4	8%	14	29%	26	54%	83%

Percent That Agree or Strongly Agree

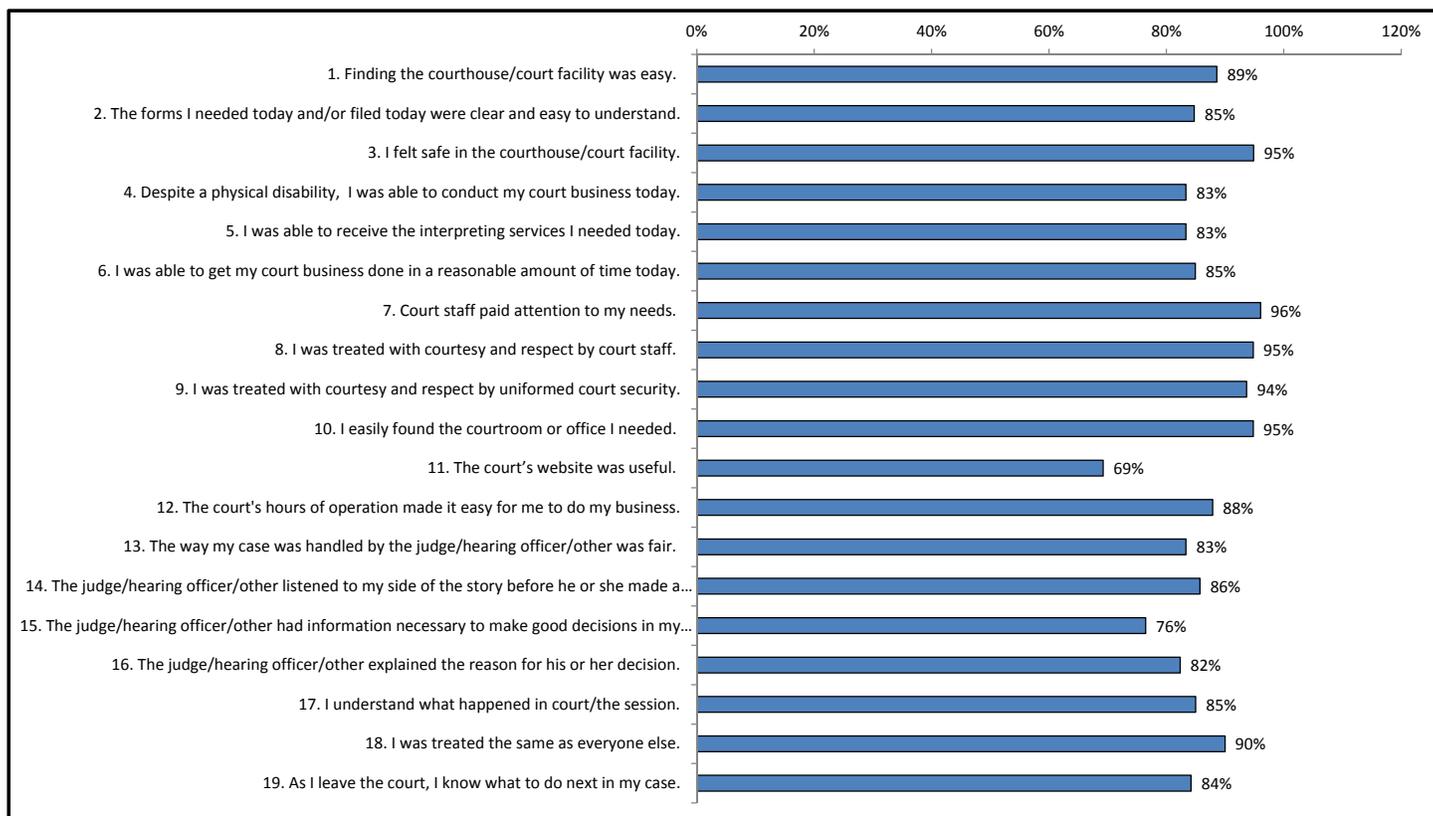


Burlington County

What is your age: 60 - 69

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	3%	2	3%	5	6%	32	41%	38	48%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	2	3%	6	10%	29	49%	21	36%	85%
3. I felt safe in the courthouse/court facility.	2	3%	0	0%	2	3%	21	27%	53	68%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	8%	1	4%	1	4%	7	29%	13	54%	83%
5. I was able to receive the interpreting services I needed today.	2	11%	0	0%	1	6%	6	33%	9	50%	83%
6. I was able to get my court business done in a reasonable amount of time today.	7	10%	2	3%	2	3%	18	25%	44	60%	85%
7. Court staff paid attention to my needs.	3	4%	0	0%	0	0%	19	25%	54	71%	96%
8. I was treated with courtesy and respect by court staff.	3	4%	1	1%	0	0%	13	17%	60	78%	95%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	1	1%	1	1%	17	22%	57	72%	94%
10. I easily found the courtroom or office I needed.	2	3%	0	0%	2	3%	25	32%	48	62%	95%
11. The court's website was useful.	3	12%	1	4%	4	15%	10	38%	8	31%	69%
12. The court's hours of operation made it easy for me to do my business.	1	2%	2	3%	5	8%	25	38%	33	50%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	6%	2	11%	0	0%	4	22%	11	61%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	14%	0	0%	0	0%	1	7%	11	79%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	6%	2	12%	1	6%	4	24%	9	53%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	1	6%	3	18%	11	65%	82%
17. I understand what happened in court/the session.	2	10%	1	5%	0	0%	4	20%	13	65%	85%
18. I was treated the same as everyone else.	2	10%	0	0%	0	0%	5	25%	13	65%	90%
19. As I leave the court, I know what to do next in my case.	2	11%	0	0%	1	5%	5	26%	11	58%	84%

Percent That Agree or Strongly Agree



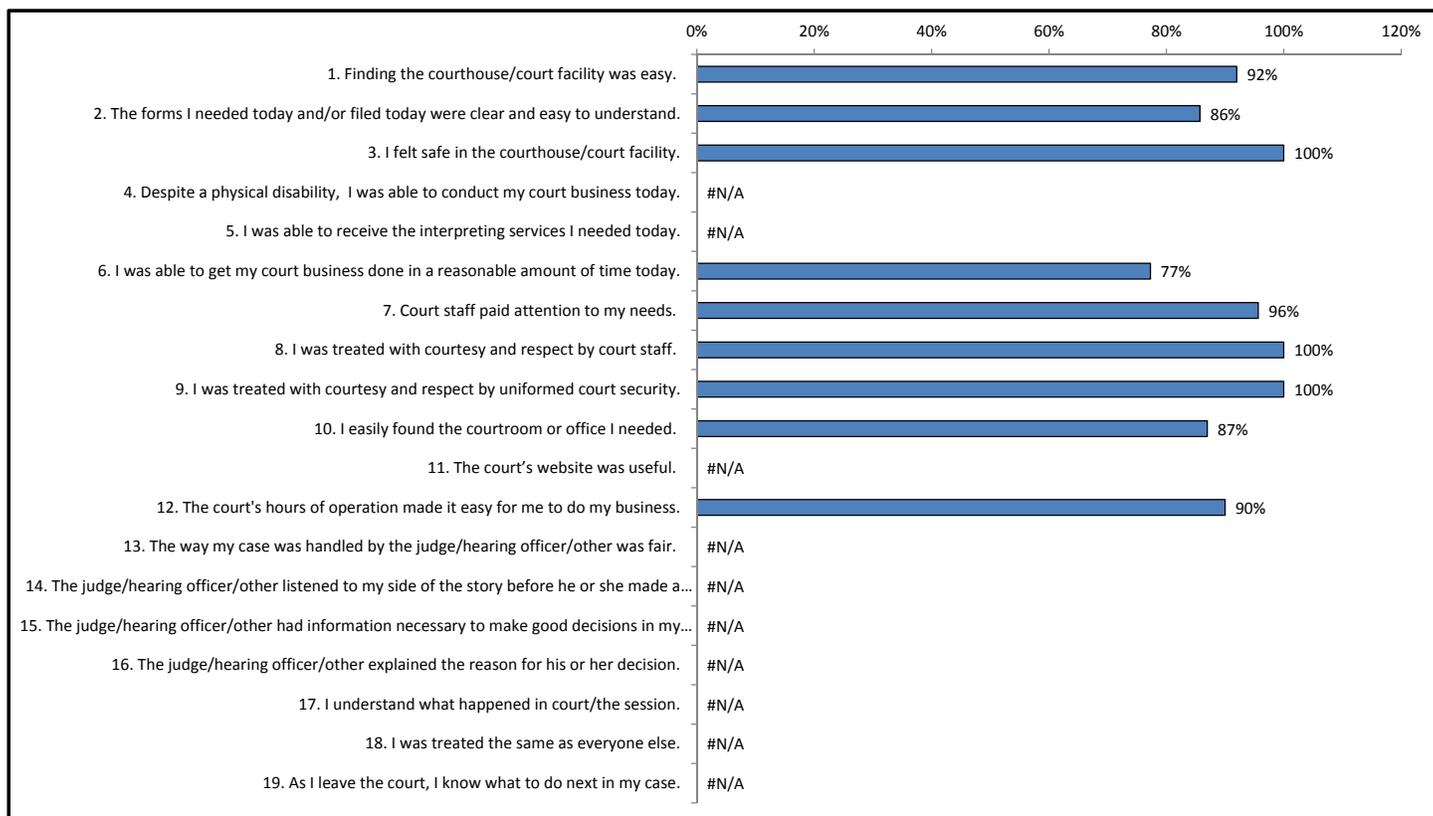
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Burlington 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%	0	0%	1	4%	10	40%	13	52%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	3	14%	7	33%	11	52%	86%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	6	24%	19	76%	100%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	5%	2	9%	2	9%	6	27%	11	50%	77%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	4%	9	39%	13	57%	96%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	7	30%	16	70%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	8	33%	16	67%	100%
10. I easily found the courtroom or office I needed.	1	4%	0	0%	2	9%	5	22%	15	65%	87%
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	10%	6	30%	12	60%	90%
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

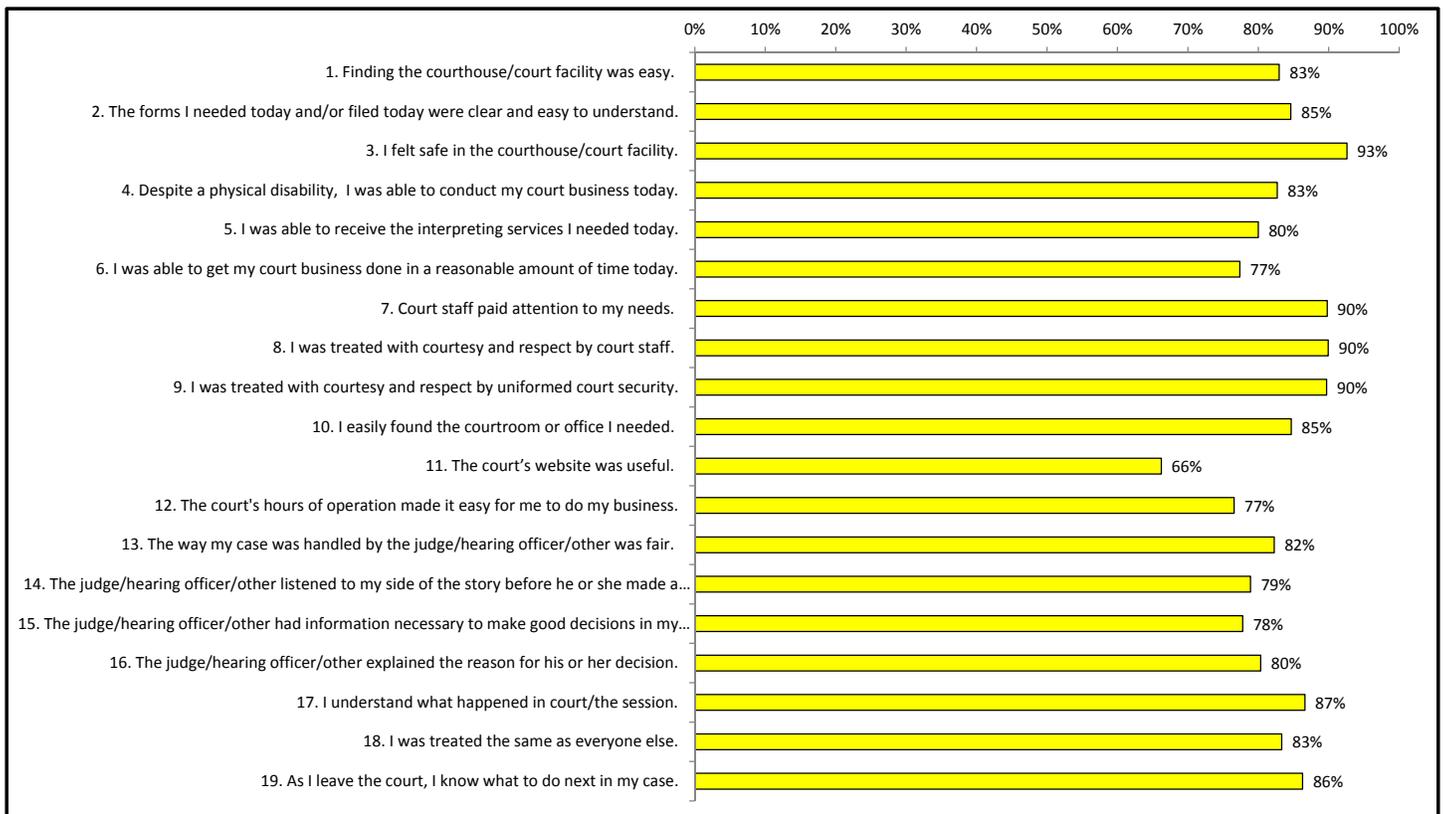


Burlington County

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

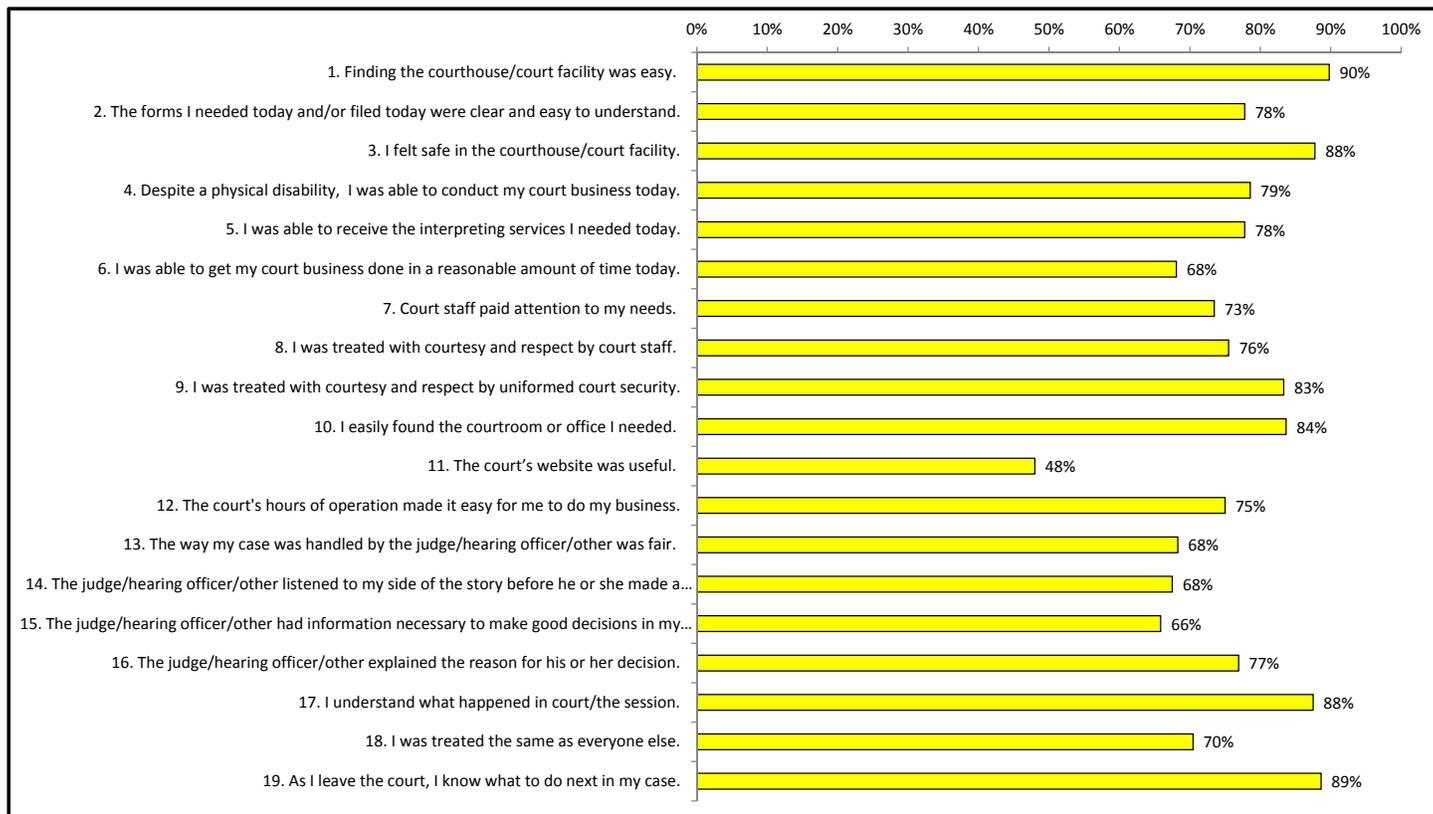
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	4%	6	4%	11	8%	35	26%	77	57%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	5	4%	10	9%	41	35%	58	50%	85%
3. I felt safe in the courthouse/court facility.	5	4%	1	1%	4	3%	30	22%	95	70%	93%
4. Despite a physical disability, I was able to conduct my court business today.	4	8%	0	0%	5	10%	19	37%	24	46%	83%
5. I was able to receive the interpreting services I needed today.	2	4%	2	4%	6	12%	14	28%	26	52%	80%
6. I was able to get my court business done in a reasonable amount of time today.	12	9%	6	4%	13	9%	40	29%	66	48%	77%
7. Court staff paid attention to my needs.	6	4%	2	1%	6	4%	39	28%	84	61%	90%
8. I was treated with courtesy and respect by court staff.	5	4%	3	2%	6	4%	35	25%	90	65%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	2	1%	8	6%	25	18%	97	71%	90%
10. I easily found the courtroom or office I needed.	8	6%	6	4%	7	5%	43	31%	73	53%	85%
11. The court's website was useful.	7	9%	2	3%	17	22%	20	26%	31	40%	66%
12. The court's hours of operation made it easy for me to do my business.	8	6%	7	5%	15	12%	36	28%	62	48%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	6%	7	6%	7	6%	34	27%	68	55%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	8%	6	6%	8	7%	30	28%	56	51%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	6%	5	4%	14	12%	31	26%	60	51%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	7%	3	3%	12	10%	29	25%	65	56%	80%
17. I understand what happened in court/the session.	4	3%	5	4%	8	6%	41	32%	69	54%	87%
18. I was treated the same as everyone else.	9	7%	7	6%	5	4%	38	30%	67	53%	83%
19. As I leave the court, I know what to do next in my case.	6	5%	2	2%	9	7%	40	32%	67	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.	4	8%	1	2%	0	0%	23	47%	21	43%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	7%	4	9%	3	7%	22	49%	13	29%	78%
3. I felt safe in the courthouse/court facility.	3	6%	2	4%	1	2%	22	45%	21	43%	88%
4. Despite a physical disability, I was able to conduct my court business today.	4	14%	1	4%	1	4%	16	57%	6	21%	79%
5. I was able to receive the interpreting services I needed today.	3	17%	0	0%	1	6%	10	56%	4	22%	78%
6. I was able to get my court business done in a reasonable amount of time today.	9	19%	2	4%	4	9%	14	30%	18	38%	68%
7. Court staff paid attention to my needs.	8	16%	2	4%	3	6%	22	45%	14	29%	73%
8. I was treated with courtesy and respect by court staff.	8	16%	2	4%	2	4%	17	35%	20	41%	76%
9. I was treated with courtesy and respect by uniformed court security.	3	6%	3	6%	2	4%	19	40%	21	44%	83%
10. I easily found the courtroom or office I needed.	3	6%	2	4%	3	6%	17	35%	24	49%	84%
11. The court's website was useful.	5	20%	2	8%	6	24%	8	32%	4	16%	48%
12. The court's hours of operation made it easy for me to do my business.	7	15%	1	2%	4	8%	20	42%	16	33%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	12%	2	5%	6	15%	14	34%	14	34%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	13%	4	10%	4	10%	14	35%	13	33%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	15%	0	0%	8	20%	13	32%	14	34%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	8%	0	0%	6	15%	17	44%	13	33%	77%
17. I understand what happened in court/the session.	4	10%	0	0%	1	3%	18	45%	17	43%	88%
18. I was treated the same as everyone else.	5	11%	5	11%	3	7%	15	34%	16	36%	70%
19. As I leave the court, I know what to do next in my case.	3	7%	1	2%	1	2%	21	48%	18	41%	89%

Percent That Agree or Strongly Agree



Burlington County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	11	7%	5	3%	6	4%	52	34%	79	52%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	2	1%	11	8%	57	41%	63	45%	86%
3. I felt safe in the courthouse/court facility.	11	7%	1	1%	6	4%	49	32%	88	57%	88%
4. Despite a physical disability, I was able to conduct my court business today.	4	4%	2	2%	9	10%	27	30%	47	53%	83%
5. I was able to receive the interpreting services I needed today.	3	4%	1	1%	8	10%	23	28%	46	57%	85%
6. I was able to get my court business done in a reasonable amount of time today.	9	6%	4	3%	18	13%	40	28%	73	51%	78%
7. Court staff paid attention to my needs.	8	5%	3	2%	10	7%	43	29%	85	57%	86%
8. I was treated with courtesy and respect by court staff.	7	5%	3	2%	4	3%	45	29%	94	61%	91%
9. I was treated with courtesy and respect by uniformed court security.	10	6%	3	2%	6	4%	45	29%	90	58%	88%
10. I easily found the courtroom or office I needed.	9	6%	4	3%	6	4%	48	32%	83	55%	87%
11. The court's website was useful.	3	3%	4	4%	18	20%	26	28%	41	45%	73%
12. The court's hours of operation made it easy for me to do my business.	9	6%	5	3%	19	13%	47	31%	70	47%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	6	9%	11	17%	18	28%	27	42%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	6%	3	5%	9	14%	23	35%	26	40%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	5	8%	8	13%	24	38%	24	38%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	6%	3	5%	9	15%	23	37%	23	37%	74%
17. I understand what happened in court/the session.	3	5%	2	3%	6	9%	24	37%	30	46%	83%
18. I was treated the same as everyone else.	5	7%	3	4%	8	11%	26	35%	32	43%	78%
19. As I leave the court, I know what to do next in my case.	4	6%	4	6%	7	10%	22	31%	34	48%	79%

Percent That Agree or Strongly Agree

