

Appendix N

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

Overview Tables

Hudson

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
Hudson County
Survey Demographics**

| Please select the description that best describes you | | |
|--|------------|-------------|
| A party in a court case/legal matter | 252 | 30% |
| Victim or witness | 44 | 5% |
| Law enforcement officer | 8 | 1% |
| Public defender/staff | 15 | 2% |
| Social services staff | 21 | 3% |
| Friend or family member | 99 | 12% |
| Private attorney | 91 | 11% |
| Prosecutor/staff | 5 | 1% |
| Juror | 147 | 18% |
| Other | 151 | 18% |
| Total | 833 | 100% |

| What did you do today? (select all that apply) * | | |
|---|-----|-----|
| Attended a hearing or trial | 236 | 26% |
| Received information | 100 | 11% |
| Visited Probation | 70 | 8% |
| Attended mediation or arbitration | 15 | 2% |
| Visited the Ombudsman/Self-Help Center | 5 | 1% |
| Jury Service | 146 | 16% |
| Filed Papers | 97 | 11% |
| Made a payment | 42 | 5% |
| Searched court records/obtained documents | 33 | 4% |
| Other | 158 | 18% |

| What type of case brought you to the courthouse today? (select all that apply) * | | |
|---|-----|-----|
| Child Custody | 83 | 9% |
| Division of Child Placement and Permanency | 22 | 2% |
| Divorce | 51 | 6% |
| Foreclosure | 8 | 1% |
| Probation | 62 | 7% |
| Child Support | 107 | 12% |
| Landlord/Tenant | 71 | 8% |
| Civil | 86 | 10% |
| Juvenile Delinquency | 17 | 2% |
| Domestic Violence | 44 | 5% |
| Criminal | 107 | 12% |
| Other | 196 | 22% |

| How do you identify yourself? (select all that apply)* | | |
|---|-----|-----|
| American Indian or Alaska Native | 12 | 1% |
| Native Hawaiian or Other Pacific Islander | 8 | 1% |
| Asian | 39 | 4% |
| White | 255 | 28% |
| Black or African American | 221 | 25% |
| Hispanic or Latino | 261 | 29% |
| Other | 56 | 6% |

| What is your gender? | | |
|-----------------------------|------------|-------------|
| Male | 388 | 47% |
| Female | 446 | 53% |
| Total | 834 | 100% |

| What is your age range? | | |
|--------------------------------|------------|-------------|
| Under 20 | 18 | 2% |
| 20 - 29 | 171 | 20% |
| 30 - 39 | 203 | 24% |
| 40 - 49 | 200 | 24% |
| 50 - 59 | 154 | 18% |
| 60 - 69 | 72 | 9% |
| 70 or older | 17 | 2% |
| Total | 835 | 100% |

| If you are a party in a court case/legal matter, are you represented by an attorney in the case? | | |
|---|------------|-------------|
| Yes | 151 | 29% |
| No | 365 | 71% |
| Total | 516 | 100% |

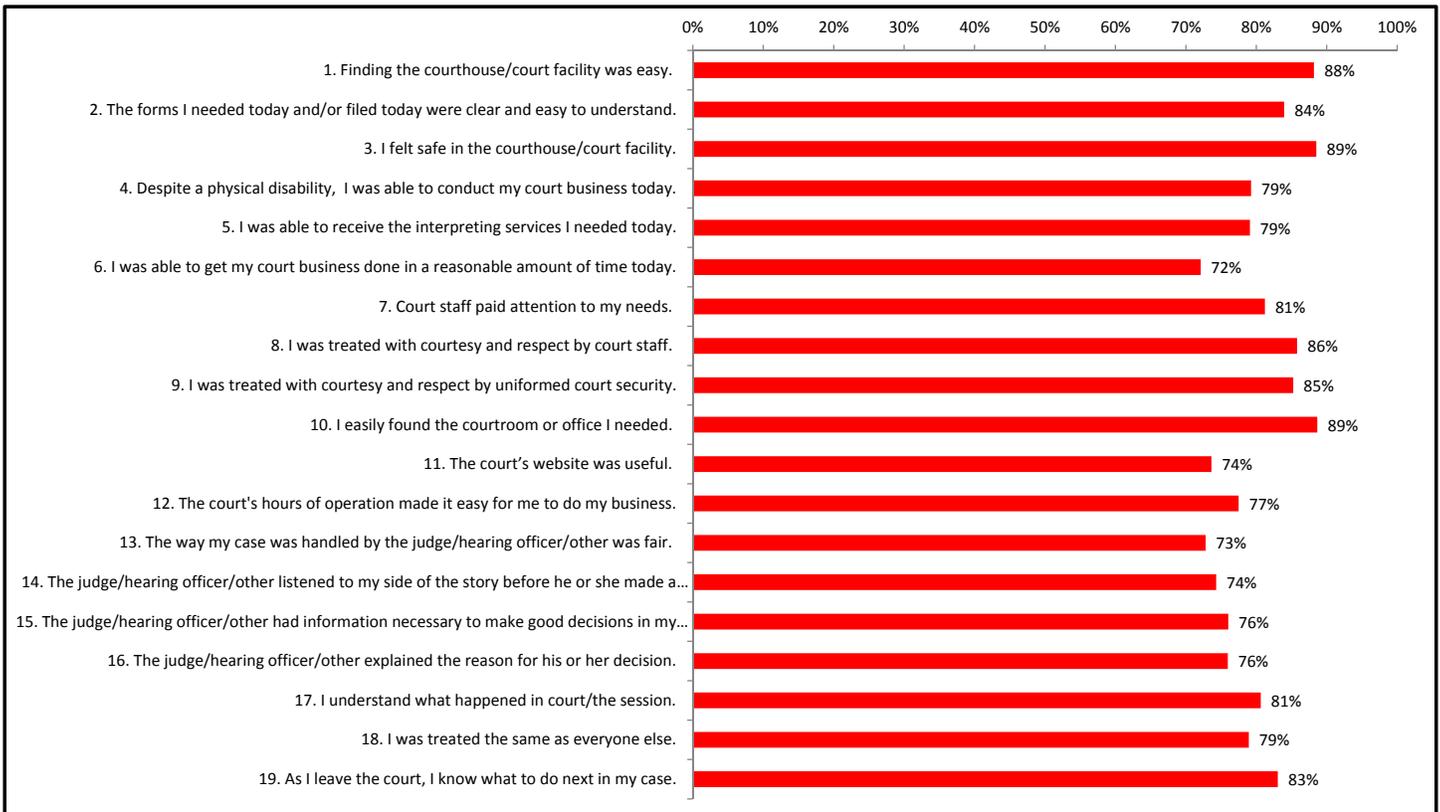
| How often are you in this courthouse? | | |
|--|------------|-------------|
| First time in this courthouse | 192 | 24% |
| Once a year or less | 250 | 31% |
| Several times a year | 173 | 21% |
| Several times a month | 200 | 25% |
| Total | 815 | 100% |

*** Percentage is based on total respondents: 897**

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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 48 | 6% | 18 | 2% | 36 | 4% | 297 | 34% | 465 | 54% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 42 | 6% | 27 | 4% | 51 | 7% | 277 | 37% | 351 | 47% | 84% |
| 3. I felt safe in the courthouse/court facility. | 48 | 6% | 20 | 2% | 32 | 4% | 279 | 32% | 493 | 57% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 31 | 8% | 17 | 4% | 35 | 9% | 129 | 32% | 188 | 47% | 79% |
| 5. I was able to receive the interpreting services I needed today. | 35 | 8% | 12 | 3% | 40 | 10% | 136 | 33% | 193 | 46% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 79 | 10% | 51 | 6% | 89 | 11% | 227 | 29% | 339 | 43% | 72% |
| 7. Court staff paid attention to my needs. | 56 | 7% | 34 | 4% | 65 | 8% | 258 | 31% | 412 | 50% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 65 | 8% | 23 | 3% | 35 | 4% | 257 | 30% | 486 | 56% | 86% |
| 9. I was treated with courtesy and respect by uniformed court security. | 59 | 7% | 21 | 2% | 47 | 5% | 269 | 31% | 465 | 54% | 85% |
| 10. I easily found the courtroom or office I needed. | 44 | 5% | 23 | 3% | 30 | 4% | 292 | 34% | 467 | 55% | 89% |
| 11. The court's website was useful. | 43 | 8% | 33 | 6% | 64 | 12% | 191 | 36% | 200 | 38% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 58 | 7% | 49 | 6% | 71 | 9% | 251 | 32% | 362 | 46% | 77% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 45 | 13% | 24 | 7% | 24 | 7% | 101 | 30% | 148 | 43% | 73% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 37 | 12% | 16 | 5% | 29 | 9% | 87 | 27% | 150 | 47% | 74% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 35 | 11% | 16 | 5% | 26 | 8% | 101 | 31% | 143 | 45% | 76% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 32 | 10% | 15 | 5% | 29 | 9% | 89 | 28% | 151 | 48% | 76% |
| 17. I understand what happened in court/the session. | 31 | 9% | 11 | 3% | 26 | 7% | 109 | 31% | 174 | 50% | 81% |
| 18. I was treated the same as everyone else. | 36 | 10% | 12 | 3% | 31 | 8% | 98 | 26% | 198 | 53% | 79% |
| 19. As I leave the court, I know what to do next in my case. | 24 | 7% | 10 | 3% | 28 | 8% | 114 | 31% | 190 | 52% | 83% |

Percent That Agree or Strongly Agree

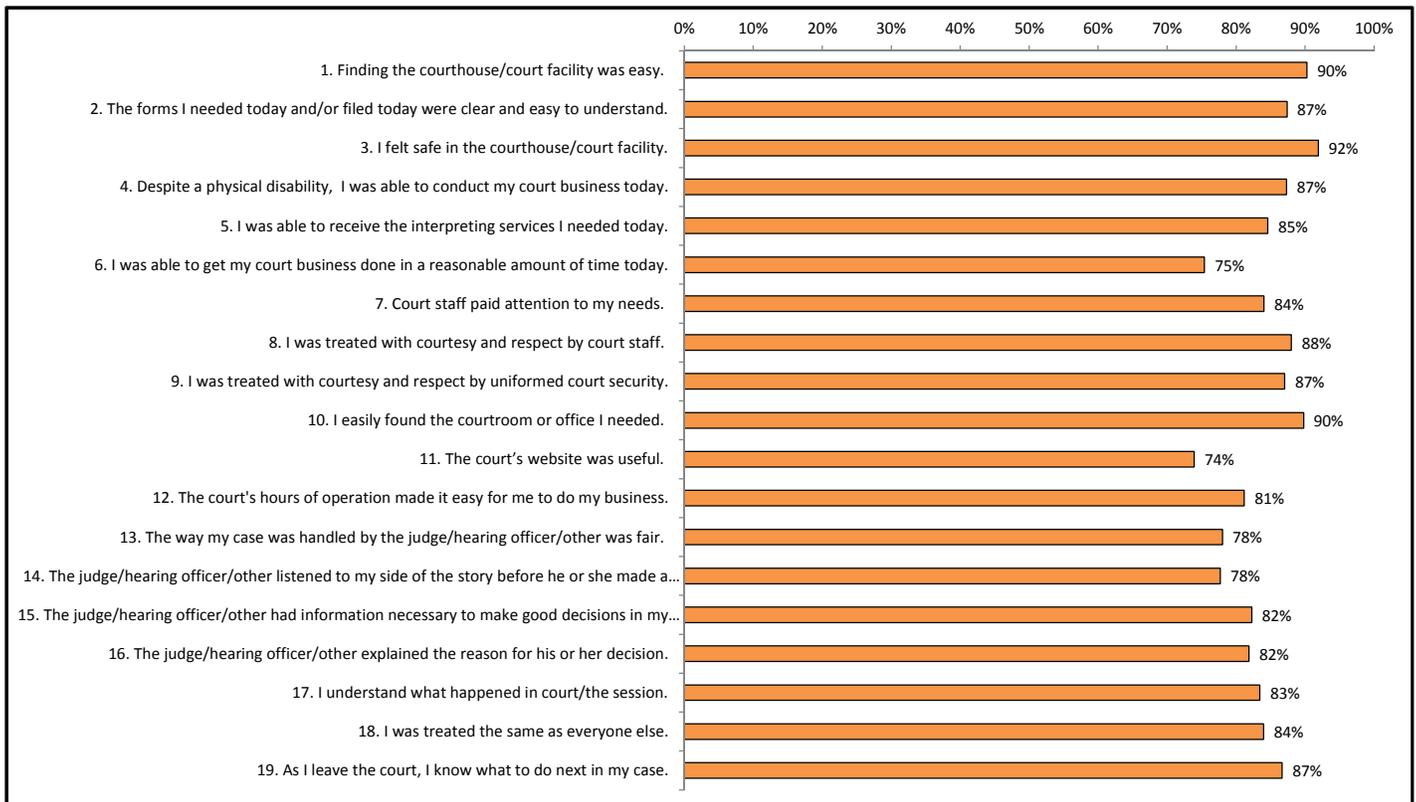


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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. | 10 | 4% | 5 | 2% | 9 | 4% | 75 | 30% | 148 | 60% | 90% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 5% | 6 | 3% | 11 | 5% | 80 | 35% | 121 | 53% | 87% |
| 3. I felt safe in the courthouse/court facility. | 11 | 4% | 4 | 2% | 5 | 2% | 63 | 25% | 165 | 67% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 8 | 6% | 1 | 1% | 8 | 6% | 41 | 31% | 76 | 57% | 87% |
| 5. I was able to receive the interpreting services I needed today. | 9 | 7% | 1 | 1% | 10 | 8% | 39 | 30% | 71 | 55% | 85% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 24 | 10% | 17 | 7% | 19 | 8% | 66 | 27% | 118 | 48% | 75% |
| 7. Court staff paid attention to my needs. | 18 | 8% | 5 | 2% | 15 | 6% | 67 | 28% | 133 | 56% | 84% |
| 8. I was treated with courtesy and respect by court staff. | 21 | 8% | 2 | 1% | 7 | 3% | 72 | 29% | 148 | 59% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 17 | 7% | 7 | 3% | 8 | 3% | 71 | 29% | 144 | 58% | 87% |
| 10. I easily found the courtroom or office I needed. | 10 | 4% | 7 | 3% | 8 | 3% | 74 | 30% | 146 | 60% | 90% |
| 11. The court's website was useful. | 13 | 9% | 7 | 5% | 17 | 12% | 41 | 29% | 64 | 45% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 13 | 5% | 20 | 8% | 12 | 5% | 71 | 30% | 123 | 51% | 81% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 17 | 12% | 9 | 6% | 5 | 4% | 41 | 29% | 69 | 49% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 15 | 11% | 9 | 6% | 7 | 5% | 37 | 27% | 71 | 51% | 78% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 16 | 11% | 5 | 4% | 4 | 3% | 48 | 34% | 68 | 48% | 82% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 14 | 10% | 4 | 3% | 7 | 5% | 37 | 27% | 76 | 55% | 82% |
| 17. I understand what happened in court/the session. | 12 | 8% | 5 | 3% | 7 | 5% | 40 | 28% | 81 | 56% | 83% |
| 18. I was treated the same as everyone else. | 15 | 10% | 1 | 1% | 8 | 5% | 38 | 25% | 88 | 59% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 10 | 7% | 3 | 2% | 7 | 5% | 42 | 28% | 88 | 59% | 87% |

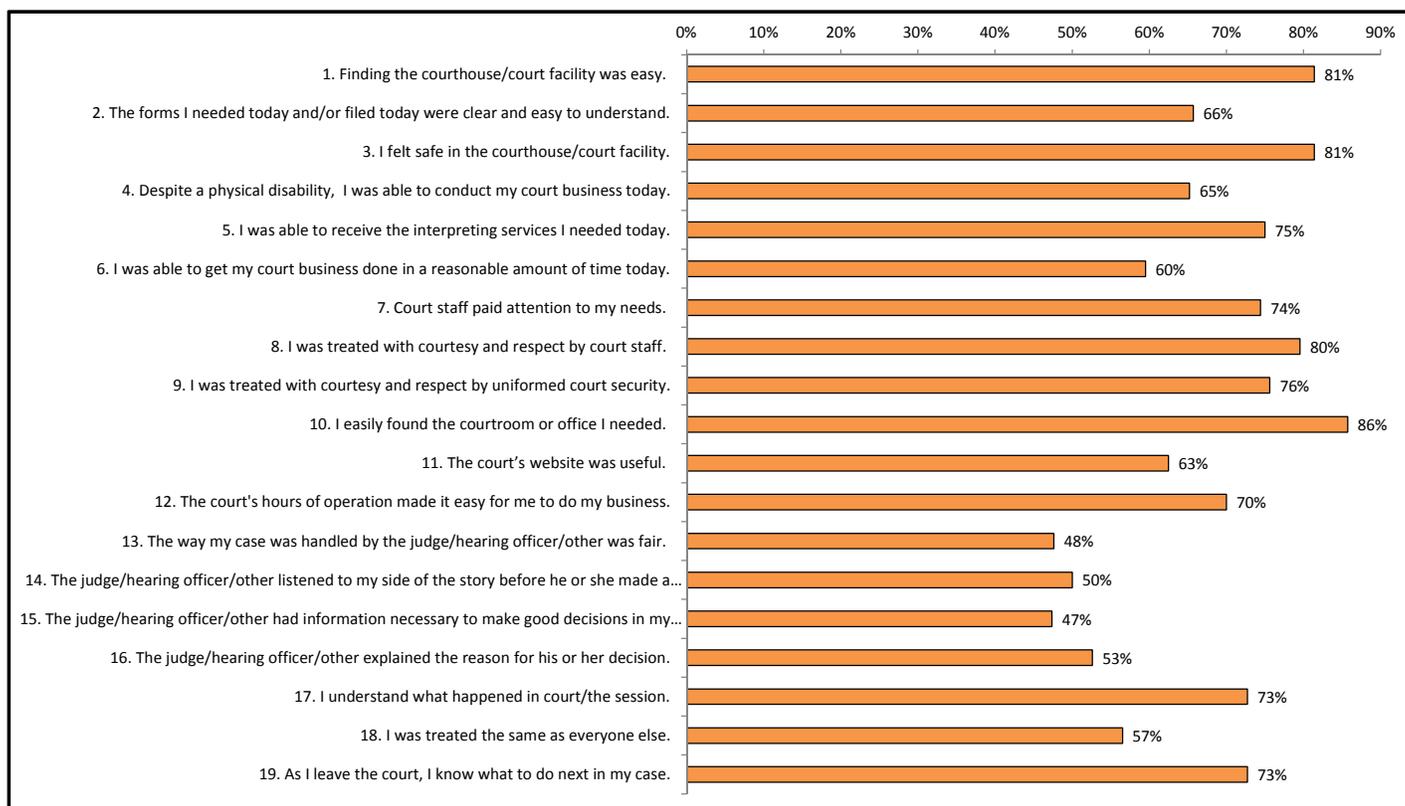
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 5 | 12% | 0 | 0% | 3 | 7% | 18 | 42% | 17 | 40% | 81% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 4 | 11% | 3 | 9% | 5 | 14% | 10 | 29% | 13 | 37% | 66% |
| 3. I felt safe in the courthouse/court facility. | 3 | 7% | 2 | 5% | 3 | 7% | 17 | 40% | 18 | 42% | 81% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 13% | 3 | 13% | 2 | 9% | 7 | 30% | 8 | 35% | 65% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 13% | 0 | 0% | 3 | 13% | 9 | 38% | 9 | 38% | 75% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 7 | 17% | 4 | 10% | 6 | 14% | 13 | 31% | 12 | 29% | 60% |
| 7. Court staff paid attention to my needs. | 4 | 9% | 3 | 7% | 4 | 9% | 13 | 30% | 19 | 44% | 74% |
| 8. I was treated with courtesy and respect by court staff. | 5 | 11% | 2 | 5% | 2 | 5% | 13 | 30% | 22 | 50% | 80% |
| 9. I was treated with courtesy and respect by uniformed court security. | 5 | 12% | 1 | 2% | 4 | 10% | 11 | 27% | 20 | 49% | 76% |
| 10. I easily found the courtroom or office I needed. | 1 | 2% | 1 | 2% | 4 | 10% | 15 | 36% | 21 | 50% | 86% |
| 11. The court's website was useful. | 3 | 13% | 2 | 8% | 4 | 17% | 8 | 33% | 7 | 29% | 63% |
| 12. The court's hours of operation made it easy for me to do my business. | 4 | 10% | 4 | 10% | 4 | 10% | 15 | 38% | 13 | 33% | 70% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 6 | 29% | 1 | 5% | 4 | 19% | 5 | 24% | 5 | 24% | 48% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 4 | 22% | 1 | 6% | 4 | 22% | 4 | 22% | 5 | 28% | 50% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 5 | 26% | 2 | 11% | 3 | 16% | 4 | 21% | 5 | 26% | 47% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 3 | 16% | 2 | 11% | 4 | 21% | 5 | 26% | 5 | 26% | 53% |
| 17. I understand what happened in court/the session. | 2 | 9% | 2 | 9% | 2 | 9% | 11 | 50% | 5 | 23% | 73% |
| 18. I was treated the same as everyone else. | 3 | 13% | 2 | 9% | 5 | 22% | 5 | 22% | 8 | 35% | 57% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 1 | 5% | 5 | 23% | 10 | 45% | 6 | 27% | 73% |

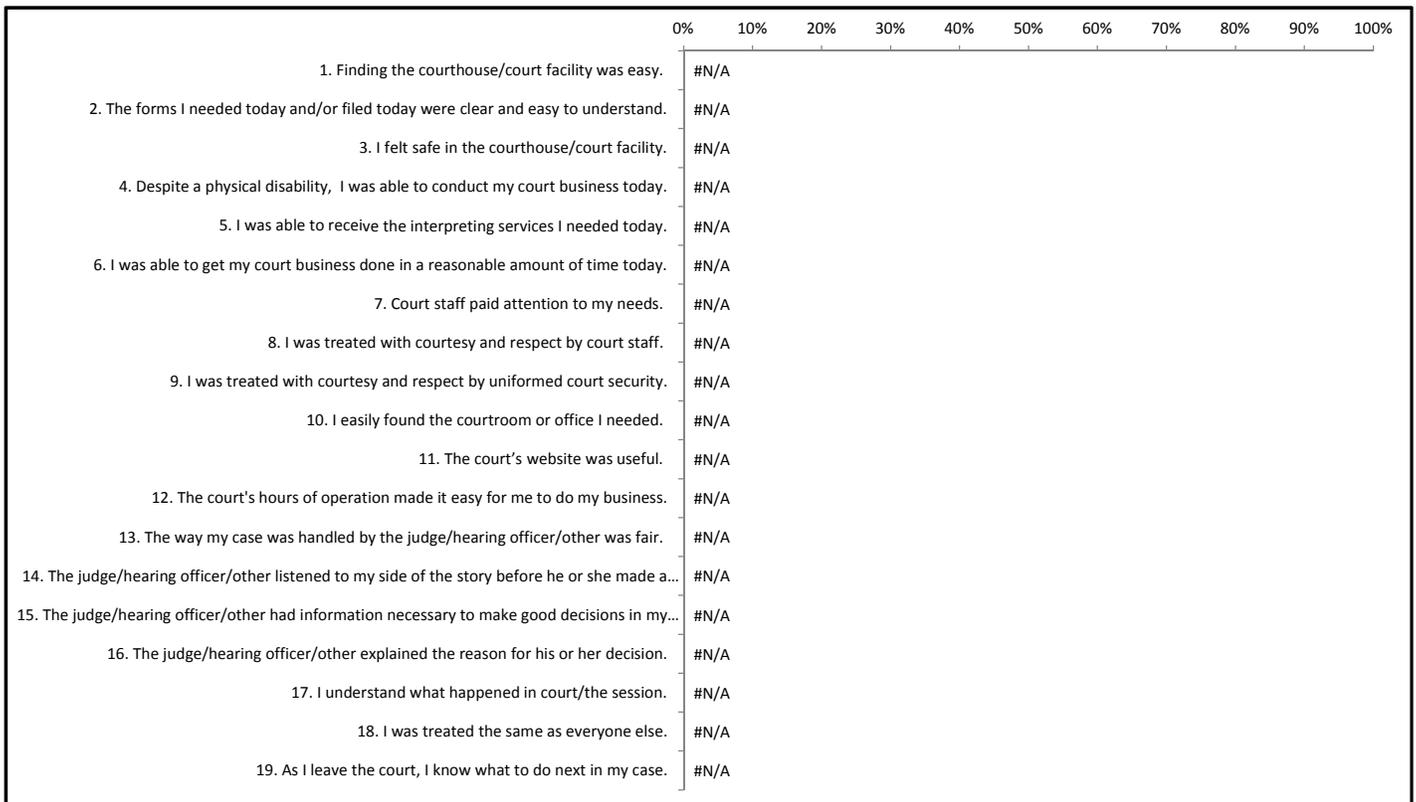
Percent That Agree or Strongly Agree



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

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

Percent That Agree or Strongly Agree

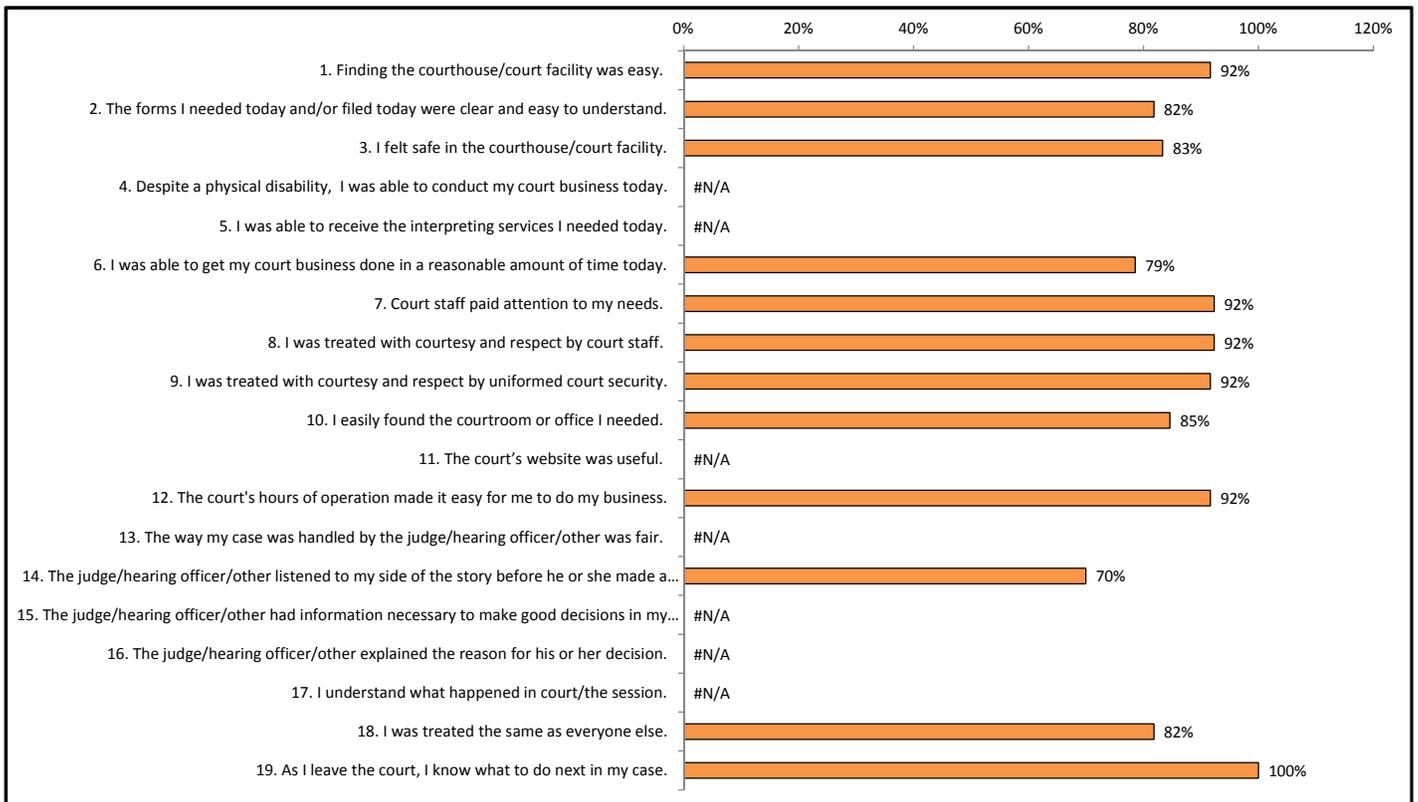


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|------|----------|------|---------------------------|------|-------|------|----------------|------|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 1 | 8% | 0 | 0% | 0 | 0% | 4 | 33% | 7 | 58% | 92% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 1 | 9% | 0 | 0% | 1 | 9% | 3 | 27% | 6 | 55% | 82% |
| 3. I felt safe in the courthouse/court facility. | 2 | 17% | 0 | 0% | 0 | 0% | 2 | 17% | 8 | 67% | 83% |
| 4. Despite a physical disability, I was able to conduct my court business today. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 5. I was able to receive the interpreting services I needed today. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 6. I was able to get my court business done in a reasonable amount of time today. | 2 | 14% | 0 | 0% | 1 | 7% | 2 | 14% | 9 | 64% | 79% |
| 7. Court staff paid attention to my needs. | 0 | 0% | 0 | 0% | 1 | 8% | 3 | 23% | 9 | 69% | 92% |
| 8. I was treated with courtesy and respect by court staff. | 0 | 0% | 0 | 0% | 1 | 8% | 1 | 8% | 11 | 85% | 92% |
| 9. I was treated with courtesy and respect by uniformed court security. | 0 | 0% | 0 | 0% | 1 | 8% | 2 | 17% | 9 | 75% | 92% |
| 10. I easily found the courtroom or office I needed. | 1 | 8% | 0 | 0% | 1 | 8% | 2 | 15% | 9 | 69% | 85% |
| 11. The court's website was useful. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 12. The court's hours of operation made it easy for me to do my business. | 0 | 0% | 1 | 8% | 0 | 0% | 2 | 17% | 9 | 75% | 92% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 10% | 0 | 0% | 2 | 20% | 0 | 0% | 7 | 70% | 70% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 18. I was treated the same as everyone else. | 2 | 18% | 0 | 0% | 0 | 0% | 0 | 0% | 9 | 82% | 82% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 10% | 9 | 90% | 100% |

Percent That Agree or Strongly Agree

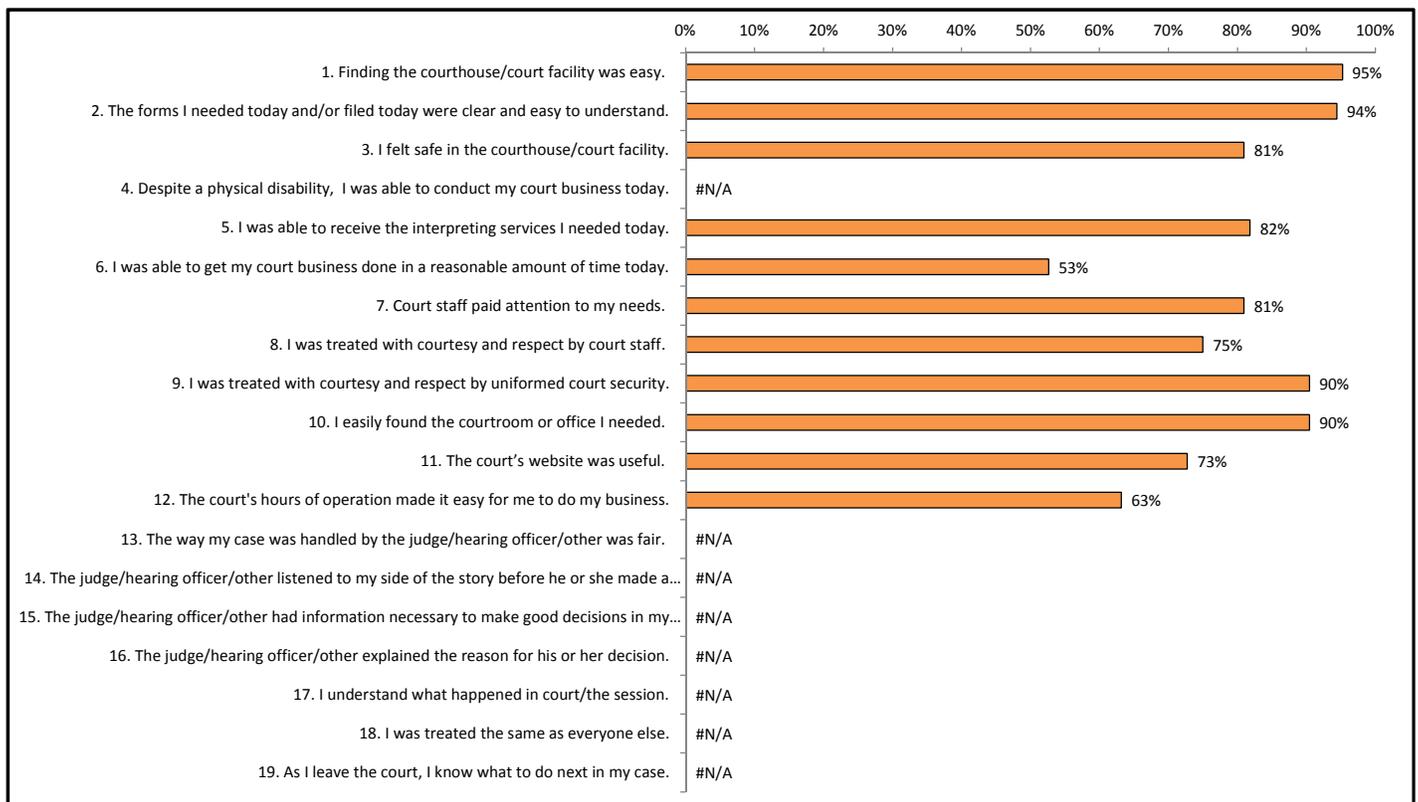


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|------|----------|------|---------------------------|------|-------|------|----------------|------|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 0 | 0% | 0 | 0% | 1 | 5% | 10 | 48% | 10 | 48% | 95% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 1 | 6% | 0 | 0% | 0 | 0% | 11 | 61% | 6 | 33% | 94% |
| 3. I felt safe in the courthouse/court facility. | 0 | 0% | 2 | 10% | 2 | 10% | 7 | 33% | 10 | 48% | 81% |
| 4. Despite a physical disability, I was able to conduct my court business today. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 5. I was able to receive the interpreting services I needed today. | 0 | 0% | 1 | 9% | 1 | 9% | 6 | 55% | 3 | 27% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 2 | 11% | 4 | 21% | 3 | 16% | 6 | 32% | 4 | 21% | 53% |
| 7. Court staff paid attention to my needs. | 2 | 10% | 0 | 0% | 2 | 10% | 10 | 48% | 7 | 33% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 2 | 10% | 2 | 10% | 1 | 5% | 7 | 35% | 8 | 40% | 75% |
| 9. I was treated with courtesy and respect by uniformed court security. | 0 | 0% | 2 | 10% | 0 | 0% | 11 | 52% | 8 | 38% | 90% |
| 10. I easily found the courtroom or office I needed. | 0 | 0% | 1 | 5% | 1 | 5% | 13 | 62% | 6 | 29% | 90% |
| 11. The court's website was useful. | 0 | 0% | 1 | 9% | 2 | 18% | 5 | 45% | 3 | 27% | 73% |
| 12. The court's hours of operation made it easy for me to do my business. | 2 | 11% | 1 | 5% | 4 | 21% | 8 | 42% | 4 | 21% | 63% |
| 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

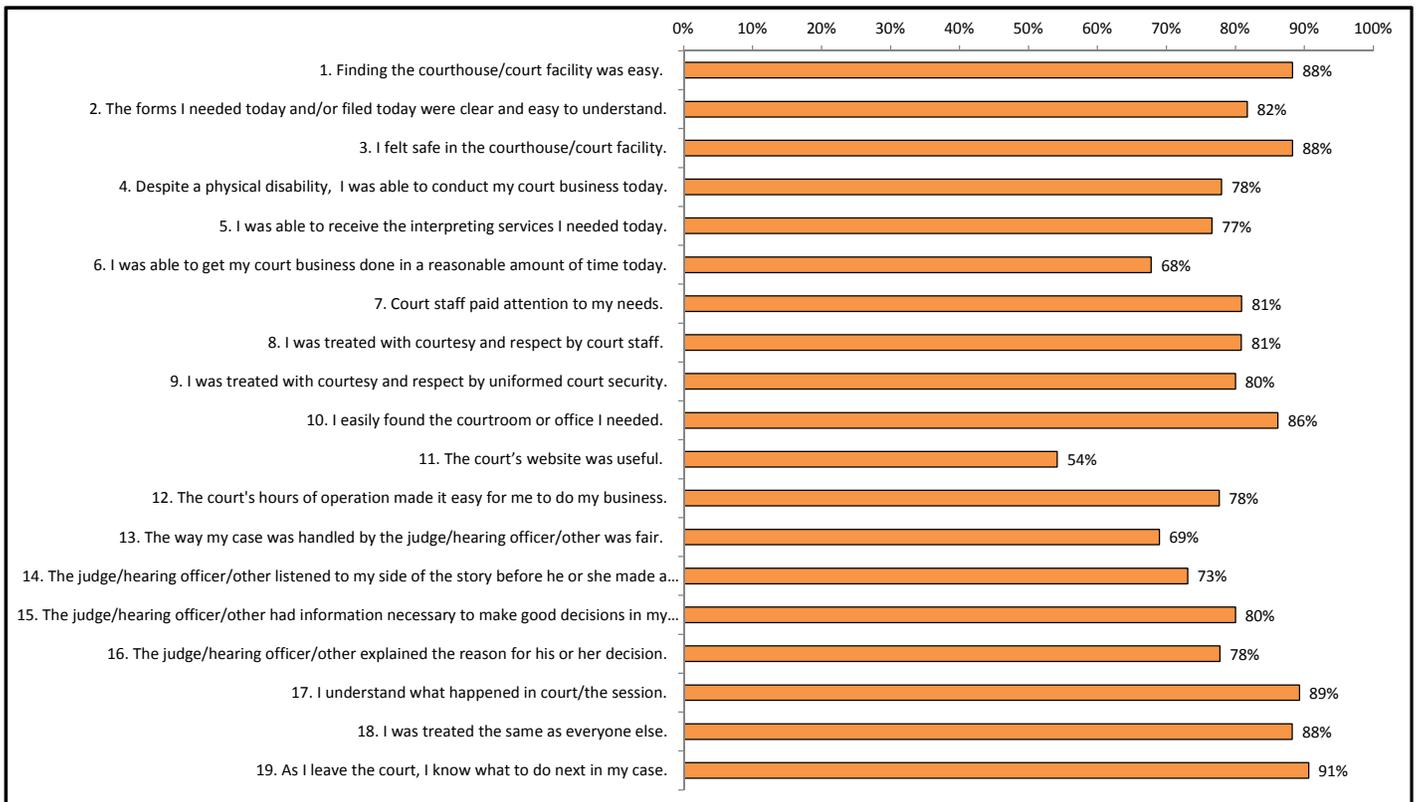


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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. | 3 | 3% | 4 | 4% | 4 | 4% | 37 | 39% | 46 | 49% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 4% | 2 | 2% | 10 | 12% | 35 | 43% | 32 | 39% | 82% |
| 3. I felt safe in the courthouse/court facility. | 5 | 5% | 1 | 1% | 5 | 5% | 40 | 43% | 43 | 46% | 88% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 2 | 4% | 0 | 0% | 9 | 18% | 18 | 36% | 21 | 42% | 78% |
| 5. I was able to receive the interpreting services I needed today. | 5 | 11% | 2 | 4% | 4 | 9% | 16 | 34% | 20 | 43% | 77% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 11 | 12% | 8 | 9% | 10 | 11% | 29 | 32% | 32 | 36% | 68% |
| 7. Court staff paid attention to my needs. | 6 | 7% | 5 | 6% | 6 | 7% | 27 | 30% | 45 | 51% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 7 | 7% | 4 | 4% | 7 | 7% | 28 | 30% | 48 | 51% | 81% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 7% | 2 | 2% | 10 | 11% | 29 | 31% | 47 | 49% | 80% |
| 10. I easily found the courtroom or office I needed. | 4 | 4% | 4 | 4% | 5 | 5% | 32 | 34% | 49 | 52% | 86% |
| 11. The court's website was useful. | 6 | 13% | 4 | 8% | 12 | 25% | 12 | 25% | 14 | 29% | 54% |
| 12. The court's hours of operation made it easy for me to do my business. | 8 | 9% | 2 | 2% | 9 | 11% | 28 | 33% | 38 | 45% | 78% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 2 | 7% | 2 | 7% | 5 | 17% | 12 | 41% | 8 | 28% | 69% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 0 | 0% | 2 | 8% | 5 | 19% | 12 | 46% | 7 | 27% | 73% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 0 | 0% | 1 | 4% | 4 | 16% | 13 | 52% | 7 | 28% | 80% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 1 | 4% | 1 | 4% | 4 | 15% | 12 | 44% | 9 | 33% | 78% |
| 17. I understand what happened in court/the session. | 0 | 0% | 0 | 0% | 3 | 11% | 16 | 57% | 9 | 32% | 89% |
| 18. I was treated the same as everyone else. | 0 | 0% | 0 | 0% | 4 | 12% | 17 | 50% | 13 | 38% | 88% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 3% | 0 | 0% | 2 | 6% | 18 | 56% | 11 | 34% | 91% |

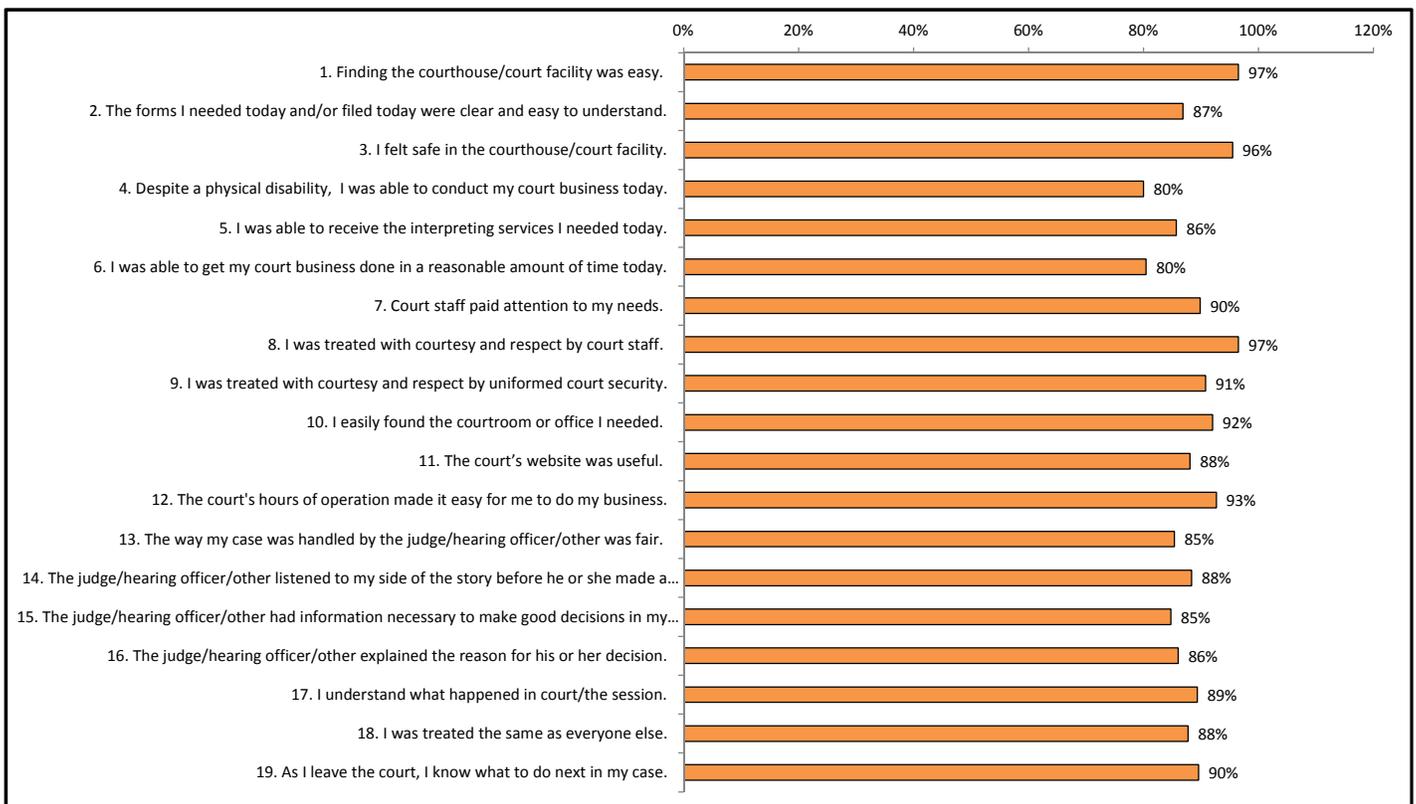
Percent That Agree or Strongly Agree



Please select the description that best describes you: private attorney

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 3 | 3% | 0 | 0% | 0 | 0% | 25 | 29% | 59 | 68% | 97% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 3% | 1 | 2% | 5 | 8% | 16 | 26% | 37 | 61% | 87% |
| 3. I felt safe in the courthouse/court facility. | 4 | 4% | 0 | 0% | 0 | 0% | 25 | 28% | 60 | 67% | 96% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 0 | 0% | 0 | 0% | 3 | 20% | 1 | 7% | 11 | 73% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 1 | 4% | 0 | 0% | 3 | 11% | 3 | 11% | 21 | 75% | 86% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 6 | 7% | 1 | 1% | 10 | 11% | 25 | 29% | 45 | 52% | 80% |
| 7. Court staff paid attention to my needs. | 3 | 3% | 3 | 3% | 3 | 3% | 23 | 26% | 57 | 64% | 90% |
| 8. I was treated with courtesy and respect by court staff. | 3 | 3% | 0 | 0% | 0 | 0% | 20 | 23% | 63 | 73% | 97% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 3% | 1 | 1% | 4 | 5% | 15 | 17% | 64 | 74% | 91% |
| 10. I easily found the courtroom or office I needed. | 3 | 3% | 2 | 2% | 2 | 2% | 19 | 22% | 62 | 70% | 92% |
| 11. The court's website was useful. | 1 | 2% | 0 | 0% | 4 | 10% | 12 | 29% | 25 | 60% | 88% |
| 12. The court's hours of operation made it easy for me to do my business. | 5 | 6% | 1 | 1% | 0 | 0% | 27 | 33% | 49 | 60% | 93% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 3 | 6% | 1 | 2% | 3 | 6% | 12 | 25% | 29 | 60% | 85% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 7% | 0 | 0% | 2 | 5% | 9 | 21% | 29 | 67% | 88% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 7% | 1 | 2% | 3 | 7% | 12 | 26% | 27 | 59% | 85% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 3 | 7% | 2 | 5% | 1 | 2% | 13 | 30% | 24 | 56% | 86% |
| 17. I understand what happened in court/the session. | 4 | 9% | 0 | 0% | 1 | 2% | 10 | 21% | 32 | 68% | 89% |
| 18. I was treated the same as everyone else. | 3 | 6% | 1 | 2% | 2 | 4% | 9 | 18% | 34 | 69% | 88% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 6% | 0 | 0% | 2 | 4% | 9 | 19% | 34 | 71% | 90% |

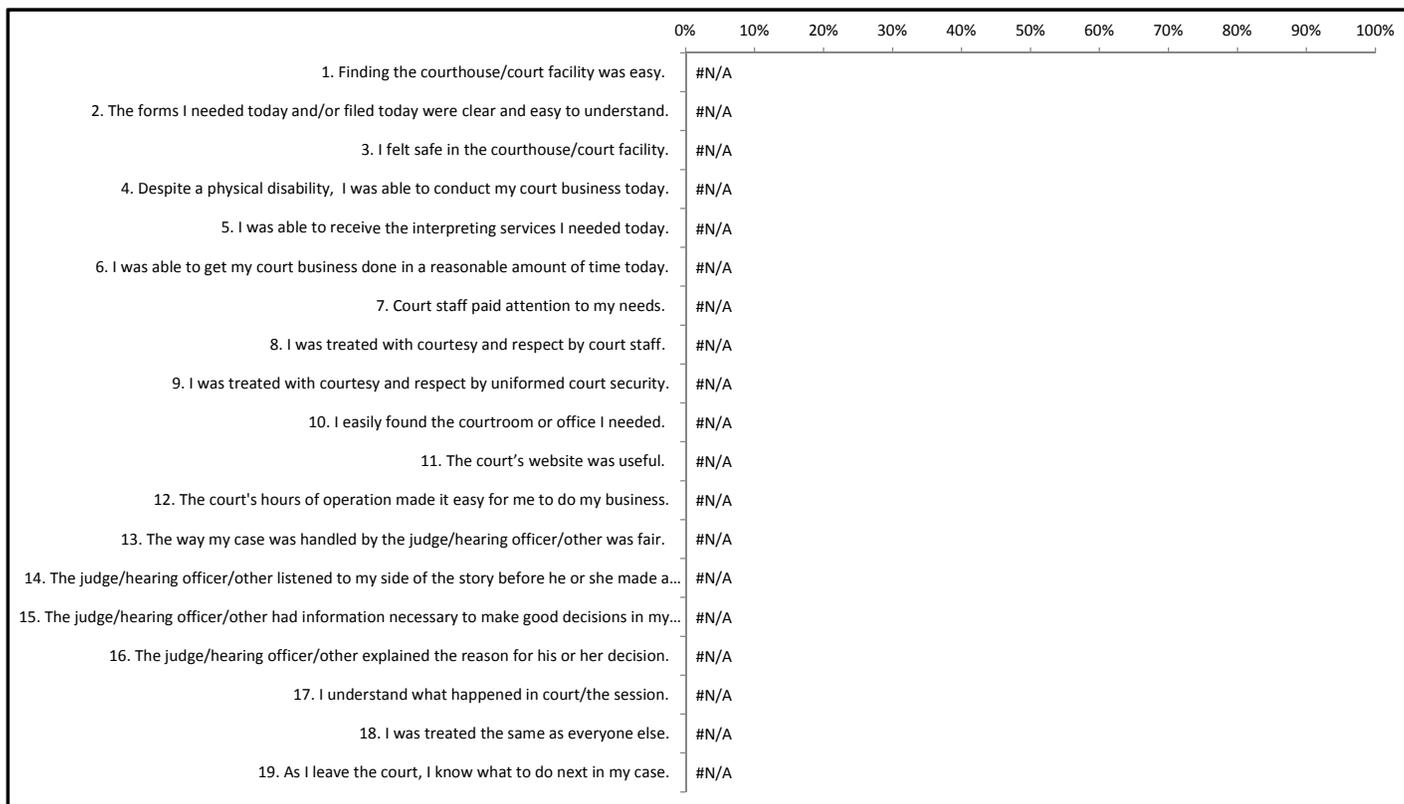
Percent That Agree or Strongly Agree



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

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

Percent That Agree or Strongly Agree

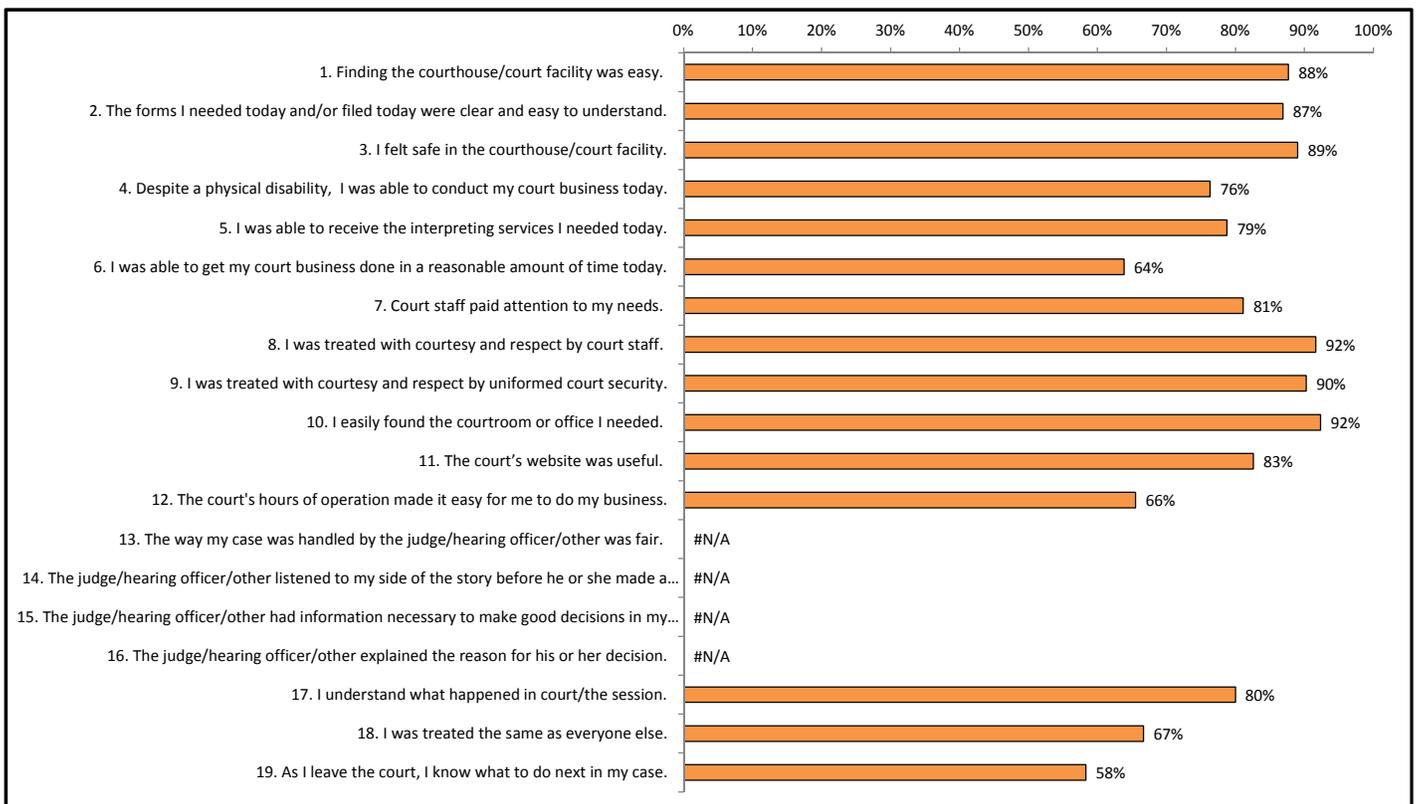


Hudson County

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. | 7 | 5% | 4 | 3% | 7 | 5% | 55 | 38% | 73 | 50% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 4 | 3% | 4 | 3% | 8 | 7% | 52 | 43% | 54 | 44% | 87% |
| 3. I felt safe in the courthouse/court facility. | 5 | 3% | 2 | 1% | 9 | 6% | 60 | 41% | 70 | 48% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 2 | 5% | 1 | 3% | 6 | 16% | 14 | 37% | 15 | 39% | 76% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 6% | 0 | 0% | 5 | 15% | 15 | 45% | 11 | 33% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 4 | 5% | 4 | 5% | 22 | 27% | 27 | 33% | 26 | 31% | 64% |
| 7. Court staff paid attention to my needs. | 5 | 4% | 3 | 2% | 15 | 12% | 52 | 43% | 47 | 39% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 7 | 5% | 2 | 1% | 3 | 2% | 52 | 36% | 80 | 56% | 92% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 5% | 1 | 1% | 6 | 4% | 60 | 42% | 70 | 49% | 90% |
| 10. I easily found the courtroom or office I needed. | 7 | 5% | 2 | 1% | 2 | 1% | 61 | 42% | 72 | 50% | 92% |
| 11. The court's website was useful. | 7 | 6% | 7 | 6% | 6 | 5% | 60 | 52% | 35 | 30% | 83% |
| 12. The court's hours of operation made it easy for me to do my business. | 5 | 4% | 8 | 7% | 27 | 23% | 38 | 33% | 38 | 33% | 66% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | 1 | 10% | 0 | 0% | 1 | 10% | 3 | 30% | 5 | 50% | 80% |
| 18. I was treated the same as everyone else. | 3 | 25% | 0 | 0% | 1 | 8% | 2 | 17% | 6 | 50% | 67% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 25% | 1 | 8% | 1 | 8% | 2 | 17% | 5 | 42% | 58% |

Percent That Agree or Strongly Agree

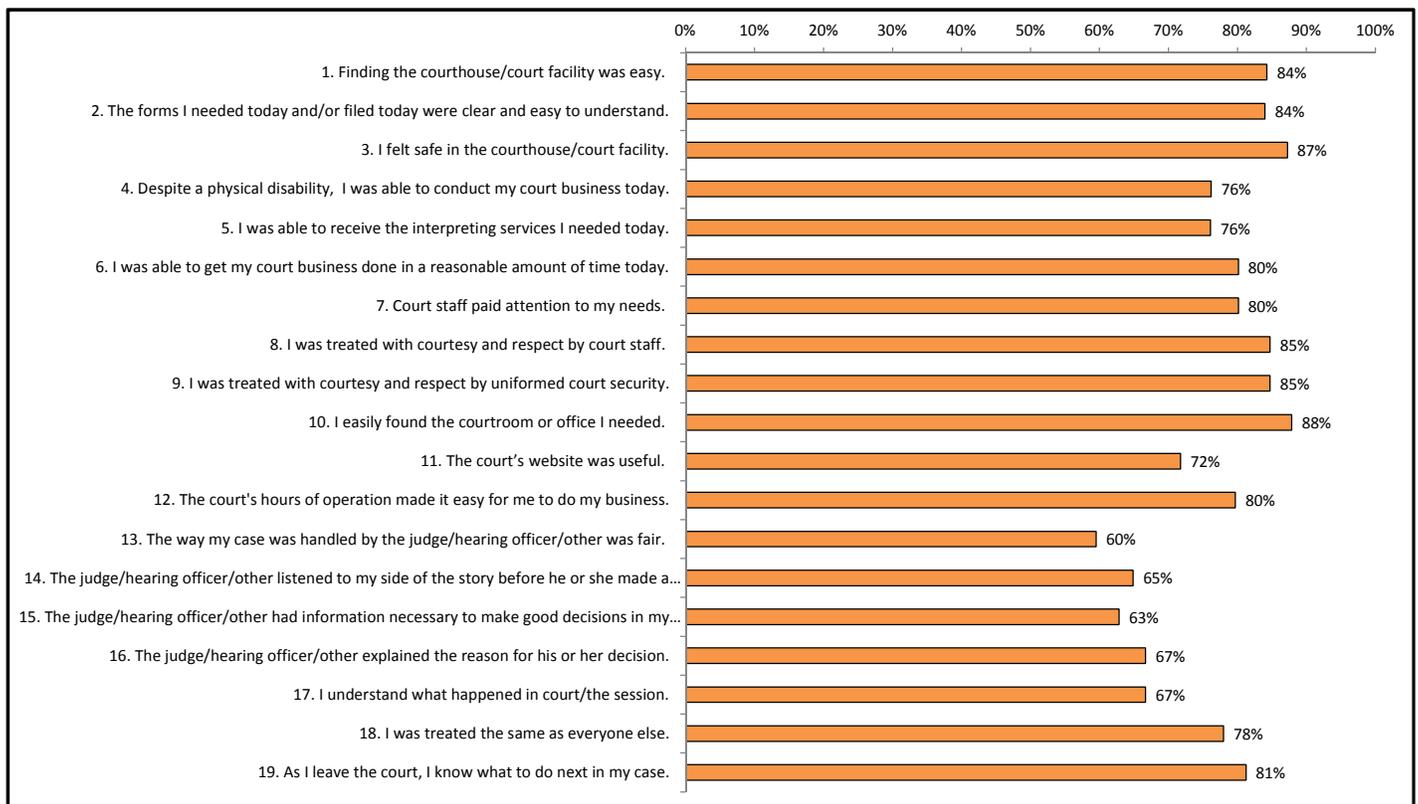


Hudson County

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. | 15 | 11% | 1 | 1% | 6 | 4% | 48 | 34% | 70 | 50% | 84% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 10 | 8% | 5 | 4% | 5 | 4% | 51 | 41% | 54 | 43% | 84% |
| 3. I felt safe in the courthouse/court facility. | 13 | 9% | 4 | 3% | 2 | 1% | 45 | 30% | 85 | 57% | 87% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 10 | 12% | 5 | 6% | 5 | 6% | 30 | 36% | 34 | 40% | 76% |
| 5. I was able to receive the interpreting services I needed today. | 8 | 9% | 7 | 8% | 7 | 8% | 35 | 38% | 35 | 38% | 76% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 14 | 10% | 6 | 4% | 8 | 6% | 41 | 29% | 72 | 51% | 80% |
| 7. Court staff paid attention to my needs. | 11 | 8% | 4 | 3% | 13 | 9% | 47 | 33% | 66 | 47% | 80% |
| 8. I was treated with courtesy and respect by court staff. | 13 | 9% | 4 | 3% | 5 | 3% | 48 | 33% | 74 | 51% | 85% |
| 9. I was treated with courtesy and respect by uniformed court security. | 15 | 10% | 2 | 1% | 5 | 3% | 52 | 36% | 70 | 49% | 85% |
| 10. I easily found the courtroom or office I needed. | 12 | 9% | 2 | 1% | 3 | 2% | 55 | 39% | 68 | 49% | 88% |
| 11. The court's website was useful. | 10 | 11% | 6 | 7% | 10 | 11% | 39 | 42% | 27 | 29% | 72% |
| 12. The court's hours of operation made it easy for me to do my business. | 13 | 10% | 8 | 6% | 6 | 5% | 46 | 35% | 60 | 45% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 7 | 17% | 7 | 17% | 3 | 7% | 14 | 33% | 11 | 26% | 60% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 7 | 19% | 1 | 3% | 5 | 14% | 12 | 32% | 12 | 32% | 65% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 9% | 4 | 11% | 6 | 17% | 8 | 23% | 14 | 40% | 63% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 14% | 2 | 6% | 5 | 14% | 12 | 33% | 12 | 33% | 67% |
| 17. I understand what happened in court/the session. | 7 | 16% | 1 | 2% | 7 | 16% | 13 | 29% | 17 | 38% | 67% |
| 18. I was treated the same as everyone else. | 5 | 10% | 2 | 4% | 4 | 8% | 15 | 30% | 24 | 48% | 78% |
| 19. As I leave the court, I know what to do next in my case. | 4 | 8% | 2 | 4% | 3 | 6% | 17 | 35% | 22 | 46% | 81% |

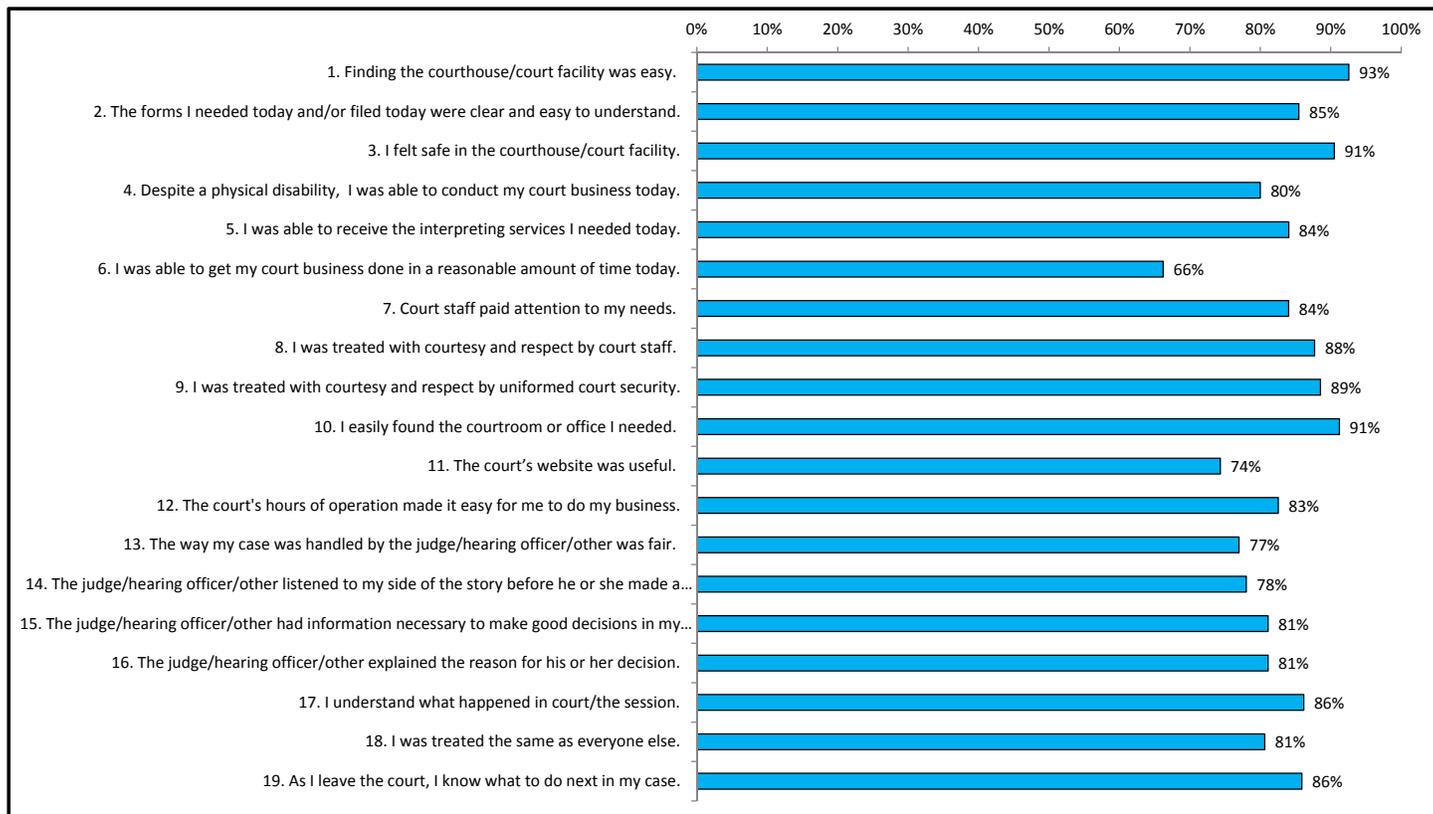
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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. | 8 | 3% | 2 | 1% | 7 | 3% | 78 | 34% | 134 | 59% | 93% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 4% | 10 | 6% | 9 | 5% | 61 | 34% | 92 | 51% | 85% |
| 3. I felt safe in the courthouse/court facility. | 11 | 5% | 5 | 2% | 6 | 3% | 60 | 26% | 150 | 65% | 91% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 6 | 7% | 3 | 3% | 9 | 10% | 25 | 28% | 47 | 52% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 6 | 6% | 2 | 2% | 7 | 7% | 23 | 24% | 56 | 60% | 84% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 26 | 12% | 20 | 9% | 30 | 13% | 60 | 27% | 89 | 40% | 66% |
| 7. Court staff paid attention to my needs. | 12 | 5% | 10 | 5% | 13 | 6% | 59 | 27% | 125 | 57% | 84% |
| 8. I was treated with courtesy and respect by court staff. | 15 | 7% | 6 | 3% | 7 | 3% | 57 | 25% | 143 | 63% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 11 | 5% | 5 | 2% | 10 | 4% | 52 | 23% | 149 | 66% | 89% |
| 10. I easily found the courtroom or office I needed. | 11 | 5% | 3 | 1% | 6 | 3% | 67 | 29% | 141 | 62% | 91% |
| 11. The court's website was useful. | 8 | 7% | 3 | 3% | 18 | 16% | 27 | 24% | 57 | 50% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 12 | 6% | 12 | 6% | 13 | 6% | 72 | 34% | 103 | 49% | 83% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 19 | 13% | 6 | 4% | 10 | 7% | 42 | 28% | 75 | 49% | 77% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 14 | 10% | 6 | 4% | 11 | 8% | 39 | 28% | 71 | 50% | 78% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 15 | 10% | 6 | 4% | 6 | 4% | 48 | 34% | 68 | 48% | 81% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 15 | 10% | 6 | 4% | 6 | 4% | 41 | 29% | 75 | 52% | 81% |
| 17. I understand what happened in court/the session. | 13 | 8% | 4 | 3% | 5 | 3% | 48 | 30% | 89 | 56% | 86% |
| 18. I was treated the same as everyone else. | 14 | 9% | 7 | 4% | 10 | 6% | 42 | 26% | 87 | 54% | 81% |
| 19. As I leave the court, I know what to do next in my case. | 10 | 6% | 2 | 1% | 10 | 6% | 45 | 29% | 89 | 57% | 86% |

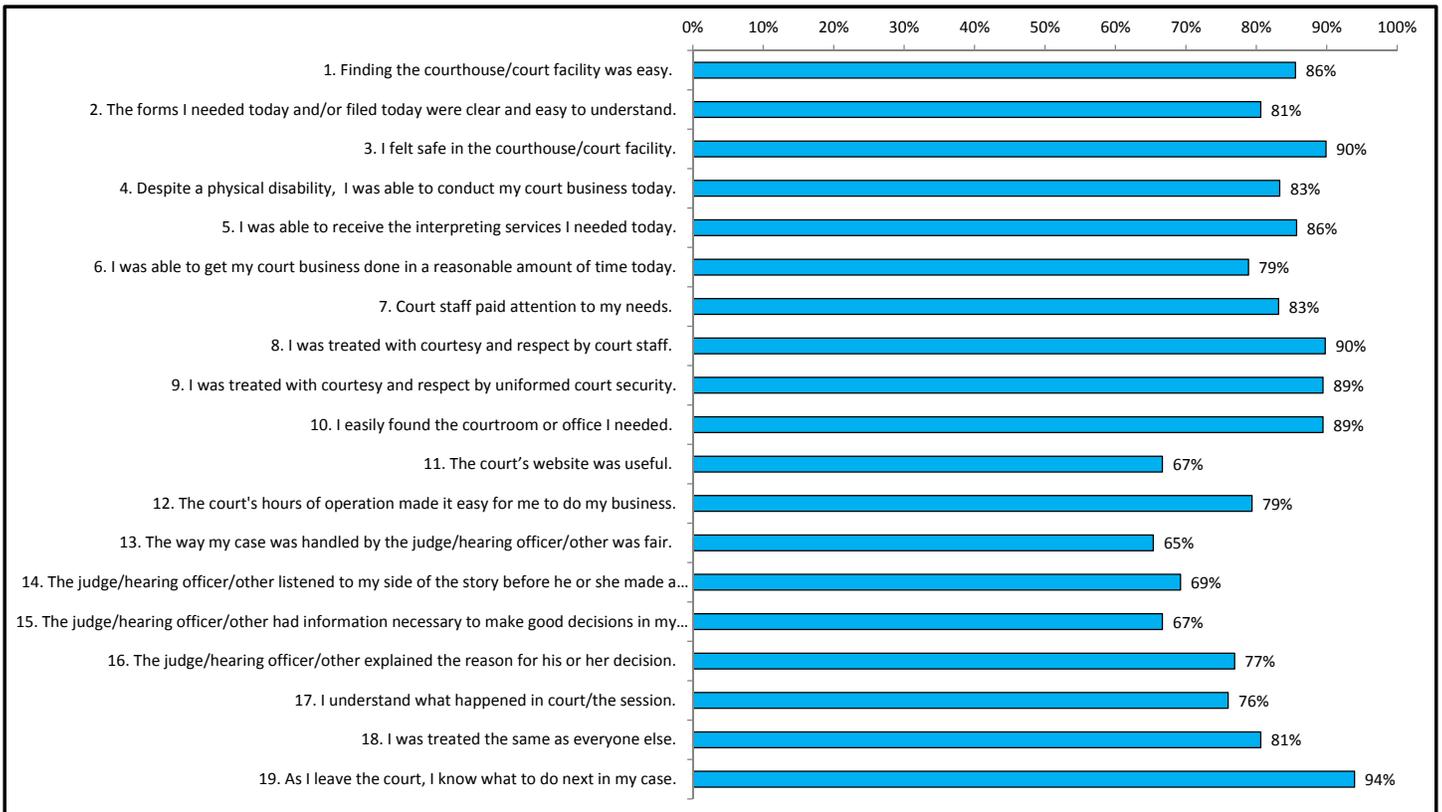
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 4% | 4 | 4% | 6 | 6% | 31 | 32% | 52 | 54% | 86% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 6 | 6% | 2 | 2% | 10 | 11% | 42 | 45% | 33 | 35% | 81% |
| 3. I felt safe in the courthouse/court facility. | 6 | 6% | 1 | 1% | 3 | 3% | 38 | 38% | 51 | 52% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 4 | 7% | 1 | 2% | 4 | 7% | 20 | 37% | 25 | 46% | 83% |
| 5. I was able to receive the interpreting services I needed today. | 4 | 7% | 1 | 2% | 3 | 5% | 23 | 41% | 25 | 45% | 86% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 7 | 8% | 4 | 4% | 8 | 9% | 28 | 31% | 43 | 48% | 79% |
| 7. Court staff paid attention to my needs. | 5 | 5% | 5 | 5% | 6 | 6% | 31 | 33% | 48 | 51% | 83% |
| 8. I was treated with courtesy and respect by court staff. | 9 | 9% | 0 | 0% | 1 | 1% | 36 | 37% | 52 | 53% | 90% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 7% | 0 | 0% | 3 | 3% | 33 | 35% | 52 | 55% | 89% |
| 10. I easily found the courtroom or office I needed. | 4 | 4% | 2 | 2% | 4 | 4% | 34 | 36% | 51 | 54% | 89% |
| 11. The court's website was useful. | 6 | 10% | 6 | 10% | 9 | 14% | 19 | 30% | 23 | 37% | 67% |
| 12. The court's hours of operation made it easy for me to do my business. | 7 | 7% | 5 | 5% | 8 | 8% | 31 | 32% | 46 | 47% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 5 | 19% | 2 | 8% | 2 | 8% | 5 | 19% | 12 | 46% | 65% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 12% | 1 | 4% | 4 | 15% | 3 | 12% | 15 | 58% | 69% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 15% | 2 | 7% | 3 | 11% | 6 | 22% | 12 | 44% | 67% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 3 | 12% | 1 | 4% | 2 | 8% | 4 | 15% | 16 | 62% | 77% |
| 17. I understand what happened in court/the session. | 2 | 8% | 2 | 8% | 2 | 8% | 5 | 20% | 14 | 56% | 76% |
| 18. I was treated the same as everyone else. | 3 | 10% | 0 | 0% | 3 | 10% | 7 | 23% | 18 | 58% | 81% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 3% | 1 | 3% | 0 | 0% | 13 | 39% | 18 | 55% | 94% |

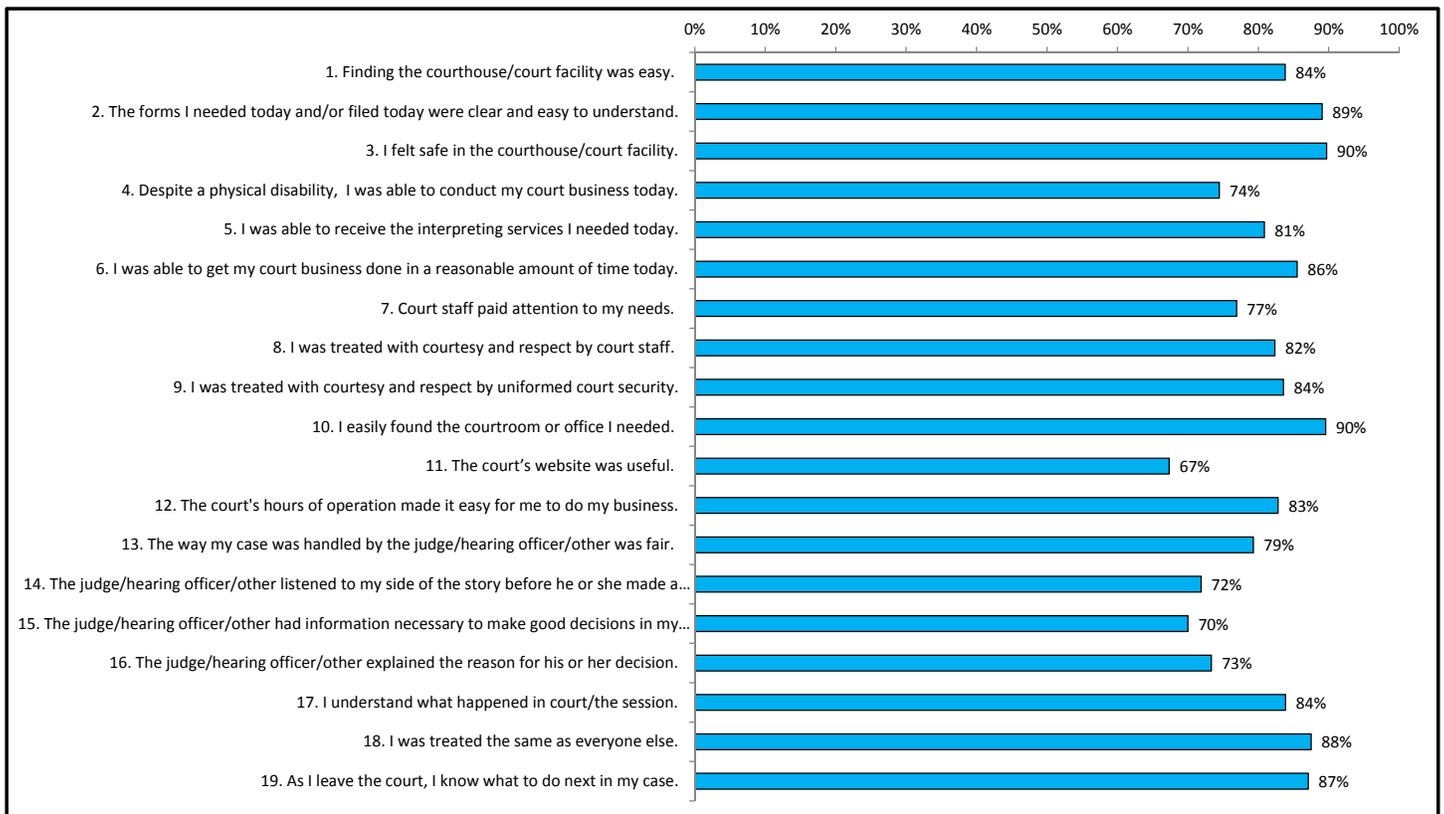
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 9 | 13% | 2 | 3% | 0 | 0% | 29 | 43% | 28 | 41% | 84% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 5 | 8% | 0 | 0% | 2 | 3% | 35 | 55% | 22 | 34% | 89% |
| 3. I felt safe in the courthouse/court facility. | 6 | 9% | 0 | 0% | 1 | 1% | 26 | 38% | 35 | 51% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 6% | 2 | 4% | 7 | 15% | 19 | 40% | 16 | 34% | 74% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 4% | 3 | 6% | 4 | 9% | 21 | 45% | 17 | 36% | 81% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 5 | 7% | 2 | 3% | 3 | 4% | 35 | 51% | 24 | 35% | 86% |
| 7. Court staff paid attention to my needs. | 7 | 11% | 1 | 2% | 7 | 11% | 28 | 43% | 22 | 34% | 77% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 9% | 3 | 4% | 3 | 4% | 26 | 38% | 30 | 44% | 82% |
| 9. I was treated with courtesy and respect by uniformed court security. | 6 | 9% | 0 | 0% | 5 | 7% | 28 | 42% | 28 | 42% | 84% |
| 10. I easily found the courtroom or office I needed. | 5 | 7% | 1 | 1% | 1 | 1% | 35 | 52% | 25 | 37% | 90% |
| 11. The court's website was useful. | 3 | 6% | 3 | 6% | 10 | 20% | 23 | 47% | 10 | 20% | 67% |
| 12. The court's hours of operation made it easy for me to do my business. | 8 | 13% | 1 | 2% | 2 | 3% | 29 | 45% | 24 | 38% | 83% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 2 | 7% | 1 | 3% | 3 | 10% | 14 | 48% | 9 | 31% | 79% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 3% | 2 | 6% | 6 | 19% | 13 | 41% | 10 | 31% | 72% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 1 | 3% | 3 | 10% | 5 | 17% | 9 | 30% | 12 | 40% | 70% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 0 | 0% | 2 | 7% | 6 | 20% | 11 | 37% | 11 | 37% | 73% |
| 17. I understand what happened in court/the session. | 0 | 0% | 0 | 0% | 5 | 16% | 13 | 42% | 13 | 42% | 84% |
| 18. I was treated the same as everyone else. | 0 | 0% | 0 | 0% | 4 | 13% | 14 | 44% | 14 | 44% | 88% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 4 | 13% | 15 | 48% | 12 | 39% | 87% |

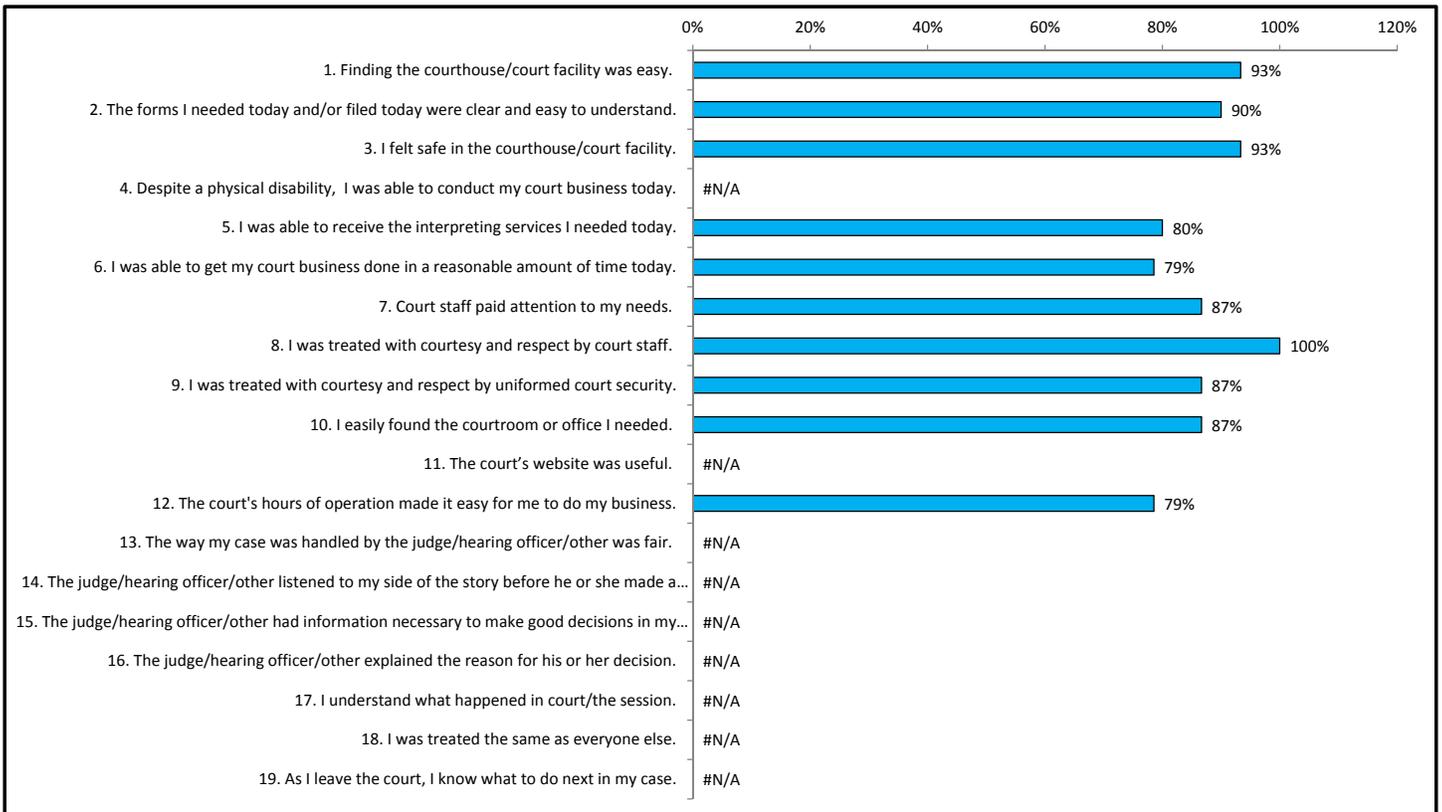
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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% | 0 | 0% | 1 | 7% | 3 | 20% | 11 | 73% | 93% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 0 | 0% | 0 | 0% | 1 | 10% | 2 | 20% | 7 | 70% | 90% |
| 3. I felt safe in the courthouse/court facility. | 0 | 0% | 0 | 0% | 1 | 7% | 4 | 27% | 10 | 67% | 93% |
| 4. Despite a physical disability, I was able to conduct my court business today. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 5. I was able to receive the interpreting services I needed today. | 1 | 10% | 0 | 0% | 1 | 10% | 1 | 10% | 7 | 70% | 80% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 1 | 7% | 1 | 7% | 1 | 7% | 2 | 14% | 9 | 64% | 79% |
| 7. Court staff paid attention to my needs. | 0 | 0% | 0 | 0% | 2 | 13% | 2 | 13% | 11 | 73% | 87% |
| 8. I was treated with courtesy and respect by court staff. | 0 | 0% | 0 | 0% | 0 | 0% | 4 | 27% | 11 | 73% | 100% |
| 9. I was treated with courtesy and respect by uniformed court security. | 1 | 7% | 0 | 0% | 1 | 7% | 4 | 27% | 9 | 60% | 87% |
| 10. I easily found the courtroom or office I needed. | 0 | 0% | 0 | 0% | 2 | 13% | 2 | 13% | 11 | 73% | 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. | 1 | 7% | 1 | 7% | 1 | 7% | 2 | 14% | 9 | 64% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 18. I was treated the same as everyone else. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 19. As I leave the court, I know what to do next in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |

Percent That Agree or Strongly Agree



What did you do today (select all that apply): visited the Ombudsman/Self-Help Center

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

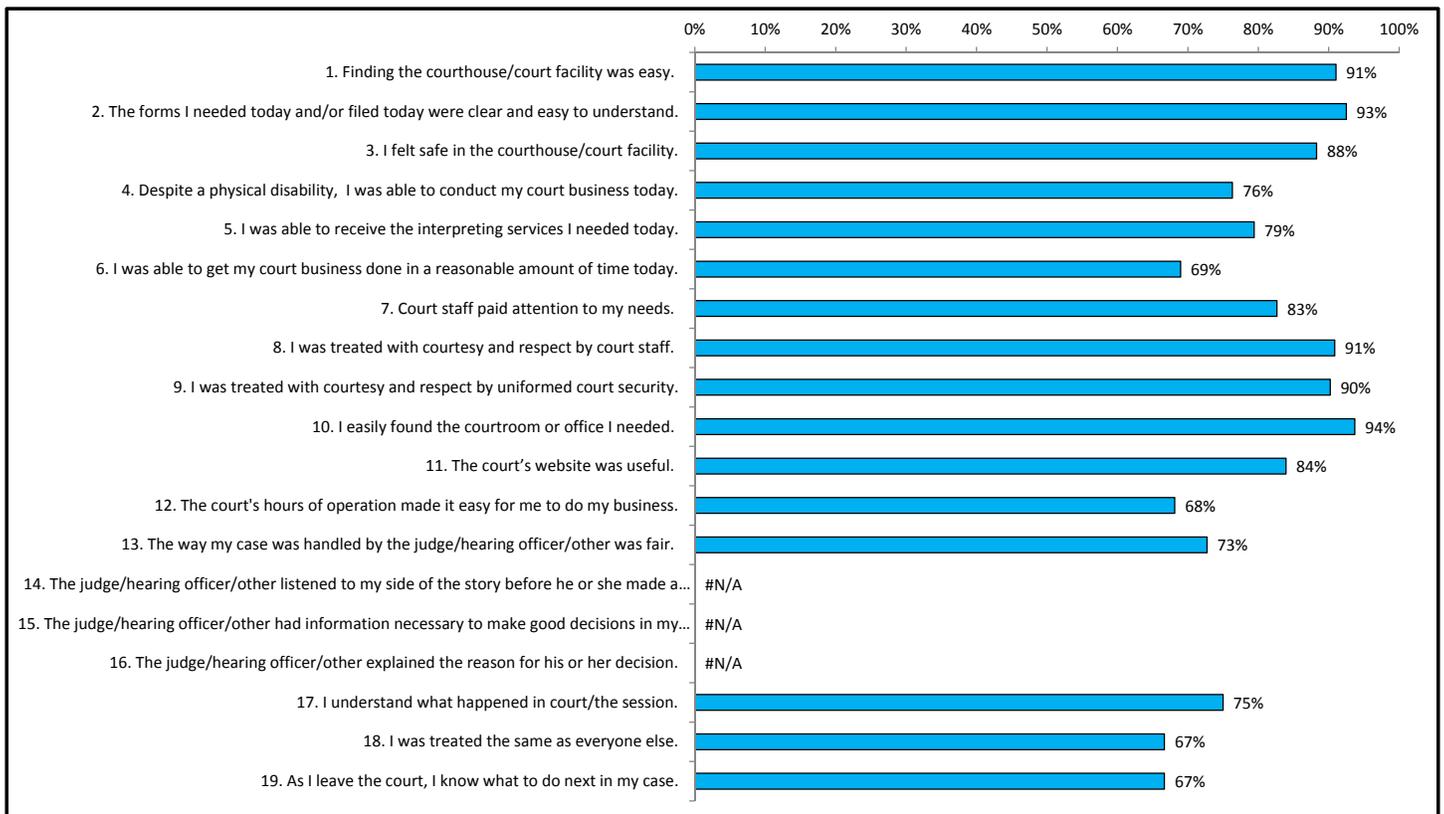
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|------|----------|------|---------------------------|------|-------|------|----------------|------|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 3% | 2 | 1% | 7 | 5% | 57 | 39% | 75 | 52% | 91% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 2% | 2 | 2% | 5 | 4% | 57 | 48% | 54 | 45% | 93% |
| 3. I felt safe in the courthouse/court facility. | 4 | 3% | 4 | 3% | 9 | 6% | 58 | 40% | 70 | 48% | 88% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 3% | 2 | 5% | 6 | 16% | 14 | 37% | 15 | 39% | 76% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 6% | 0 | 0% | 5 | 15% | 14 | 41% | 13 | 38% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 2 | 2% | 4 | 5% | 21 | 24% | 29 | 33% | 31 | 36% | 69% |
| 7. Court staff paid attention to my needs. | 4 | 3% | 2 | 2% | 15 | 12% | 50 | 41% | 50 | 41% | 83% |
| 8. I was treated with courtesy and respect by court staff. | 7 | 5% | 2 | 1% | 4 | 3% | 50 | 35% | 79 | 56% | 91% |
| 9. I was treated with courtesy and respect by uniformed court security. | 6 | 4% | 1 | 1% | 7 | 5% | 59 | 41% | 70 | 49% | 90% |
| 10. I easily found the courtroom or office I needed. | 5 | 3% | 2 | 1% | 2 | 1% | 62 | 43% | 72 | 50% | 94% |
| 11. The court's website was useful. | 3 | 3% | 10 | 9% | 5 | 4% | 60 | 54% | 34 | 30% | 84% |
| 12. The court's hours of operation made it easy for me to do my business. | 4 | 4% | 8 | 7% | 24 | 21% | 38 | 34% | 39 | 35% | 68% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 1 | 9% | 2 | 18% | 0 | 0% | 6 | 55% | 2 | 18% | 73% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | 0 | 0% | 2 | 17% | 1 | 8% | 4 | 33% | 5 | 42% | 75% |
| 18. I was treated the same as everyone else. | 1 | 7% | 1 | 7% | 3 | 20% | 2 | 13% | 8 | 53% | 67% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 7% | 2 | 13% | 2 | 13% | 3 | 20% | 7 | 47% | 67% |

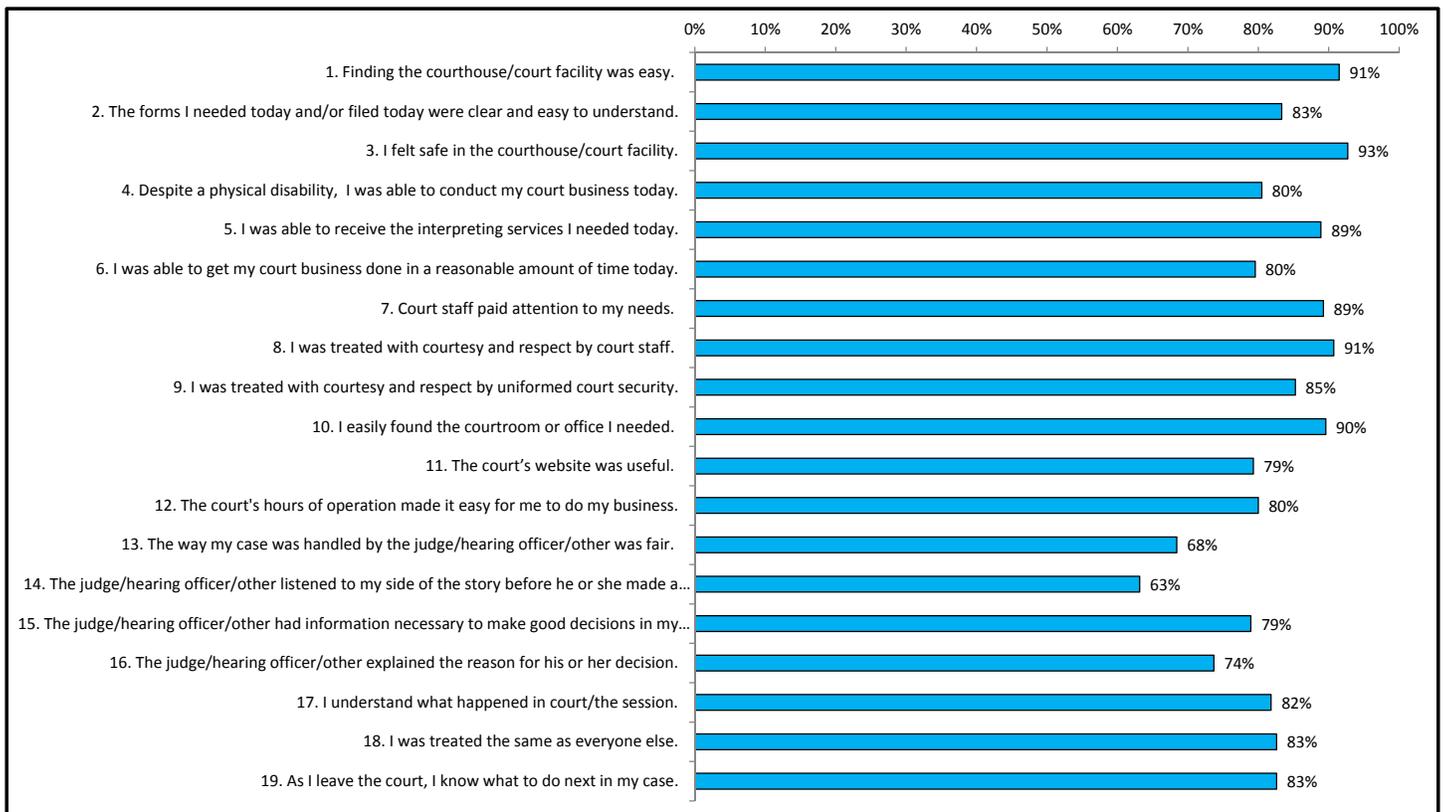
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 4% | 1 | 1% | 3 | 3% | 30 | 32% | 56 | 60% | 91% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 3% | 2 | 2% | 10 | 11% | 20 | 22% | 55 | 61% | 83% |
| 3. I felt safe in the courthouse/court facility. | 5 | 5% | 1 | 1% | 1 | 1% | 29 | 30% | 60 | 63% | 93% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 7% | 0 | 0% | 5 | 12% | 10 | 24% | 23 | 56% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 4% | 0 | 0% | 3 | 7% | 12 | 27% | 28 | 62% | 89% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 10 | 11% | 2 | 2% | 7 | 8% | 26 | 28% | 48 | 52% | 80% |
| 7. Court staff paid attention to my needs. | 4 | 4% | 2 | 2% | 4 | 4% | 29 | 31% | 54 | 58% | 89% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 6% | 1 | 1% | 2 | 2% | 28 | 29% | 60 | 62% | 91% |
| 9. I was treated with courtesy and respect by uniformed court security. | 6 | 6% | 4 | 4% | 4 | 4% | 25 | 26% | 56 | 59% | 85% |
| 10. I easily found the courtroom or office I needed. | 4 | 4% | 4 | 4% | 2 | 2% | 24 | 25% | 62 | 65% | 90% |
| 11. The court's website was useful. | 4 | 7% | 0 | 0% | 8 | 14% | 20 | 34% | 26 | 45% | 79% |
| 12. The court's hours of operation made it easy for me to do my business. | 6 | 7% | 9 | 10% | 3 | 3% | 22 | 24% | 50 | 56% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 3 | 16% | 3 | 16% | 0 | 0% | 6 | 32% | 7 | 37% | 68% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 16% | 3 | 16% | 1 | 5% | 3 | 16% | 9 | 47% | 63% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 2 | 11% | 1 | 5% | 1 | 5% | 5 | 26% | 10 | 53% | 79% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 2 | 11% | 1 | 5% | 2 | 11% | 5 | 26% | 9 | 47% | 74% |
| 17. I understand what happened in court/the session. | 2 | 9% | 1 | 5% | 1 | 5% | 7 | 32% | 11 | 50% | 82% |
| 18. I was treated the same as everyone else. | 2 | 9% | 0 | 0% | 2 | 9% | 2 | 9% | 17 | 74% | 83% |
| 19. As I leave the court, I know what to do next in my case. | 2 | 9% | 1 | 4% | 1 | 4% | 4 | 17% | 15 | 65% | 83% |

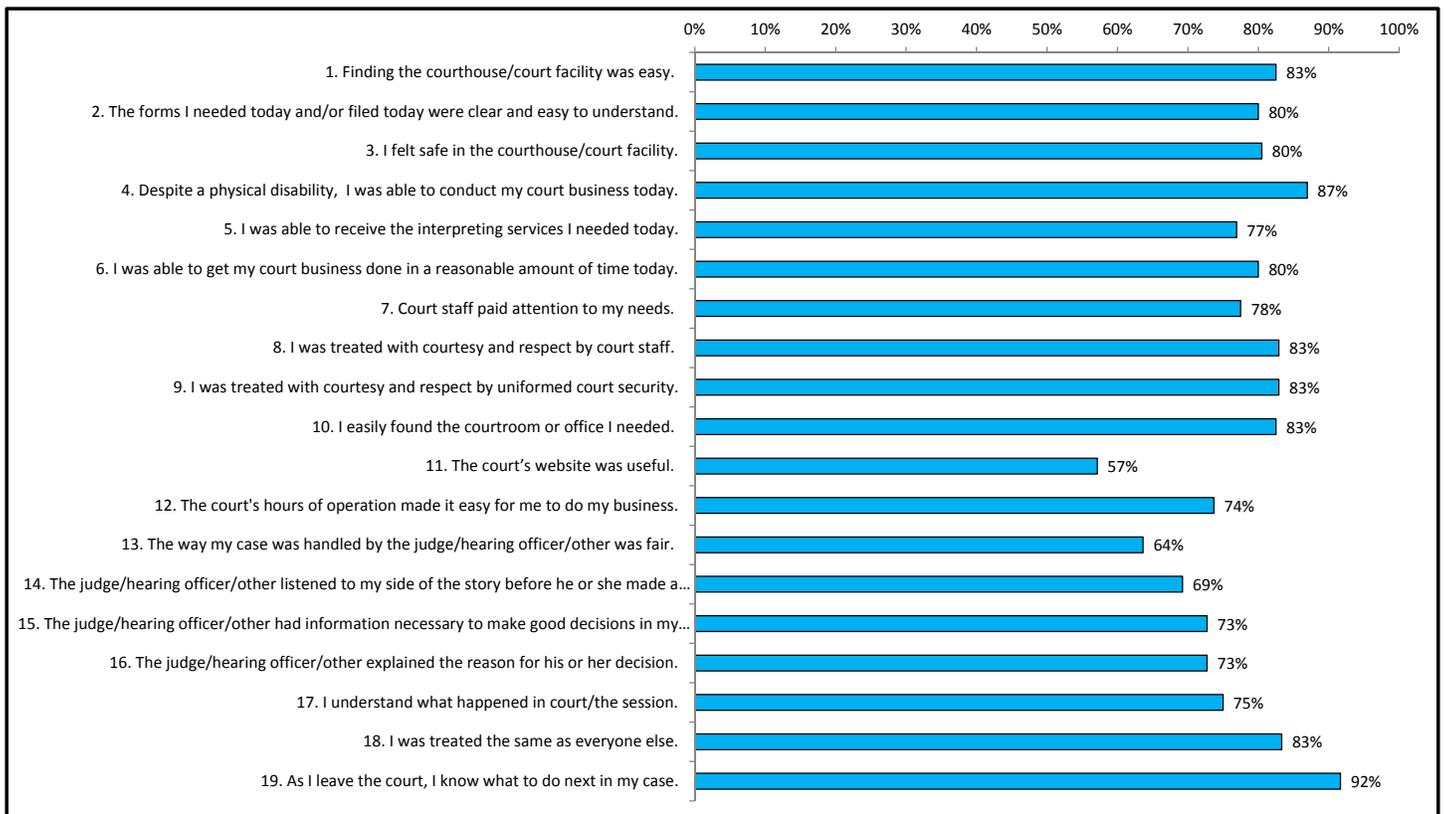
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 2 | 5% | 2 | 5% | 3 | 8% | 11 | 28% | 22 | 55% | 83% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 8% | 0 | 0% | 5 | 13% | 11 | 28% | 21 | 53% | 80% |
| 3. I felt safe in the courthouse/court facility. | 3 | 7% | 1 | 2% | 4 | 10% | 6 | 15% | 27 | 66% | 80% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 4% | 0 | 0% | 2 | 9% | 6 | 26% | 14 | 61% | 87% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 12% | 1 | 4% | 2 | 8% | 7 | 27% | 13 | 50% | 77% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 4 | 10% | 3 | 8% | 1 | 3% | 10 | 25% | 22 | 55% | 80% |
| 7. Court staff paid attention to my needs. | 4 | 10% | 2 | 5% | 3 | 8% | 9 | 23% | 22 | 55% | 78% |
| 8. I was treated with courtesy and respect by court staff. | 5 | 12% | 1 | 2% | 1 | 2% | 8 | 20% | 26 | 63% | 83% |
| 9. I was treated with courtesy and respect by uniformed court security. | 4 | 10% | 2 | 5% | 1 | 2% | 11 | 27% | 23 | 56% | 83% |
| 10. I easily found the courtroom or office I needed. | 2 | 5% | 4 | 10% | 1 | 3% | 12 | 30% | 21 | 53% | 83% |
| 11. The court's website was useful. | 3 | 14% | 2 | 10% | 4 | 19% | 6 | 29% | 6 | 29% | 57% |
| 12. The court's hours of operation made it easy for me to do my business. | 3 | 8% | 2 | 5% | 5 | 13% | 10 | 26% | 18 | 47% | 74% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 1 | 9% | 0 | 0% | 3 | 27% | 4 | 36% | 3 | 27% | 64% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 8% | 0 | 0% | 3 | 23% | 5 | 38% | 4 | 31% | 69% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 1 | 9% | 0 | 0% | 2 | 18% | 2 | 18% | 6 | 55% | 73% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 1 | 9% | 1 | 9% | 1 | 9% | 3 | 27% | 5 | 45% | 73% |
| 17. I understand what happened in court/the session. | 1 | 8% | 0 | 0% | 2 | 17% | 3 | 25% | 6 | 50% | 75% |
| 18. I was treated the same as everyone else. | 1 | 8% | 0 | 0% | 1 | 8% | 4 | 33% | 6 | 50% | 83% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 1 | 8% | 3 | 25% | 8 | 67% | 92% |

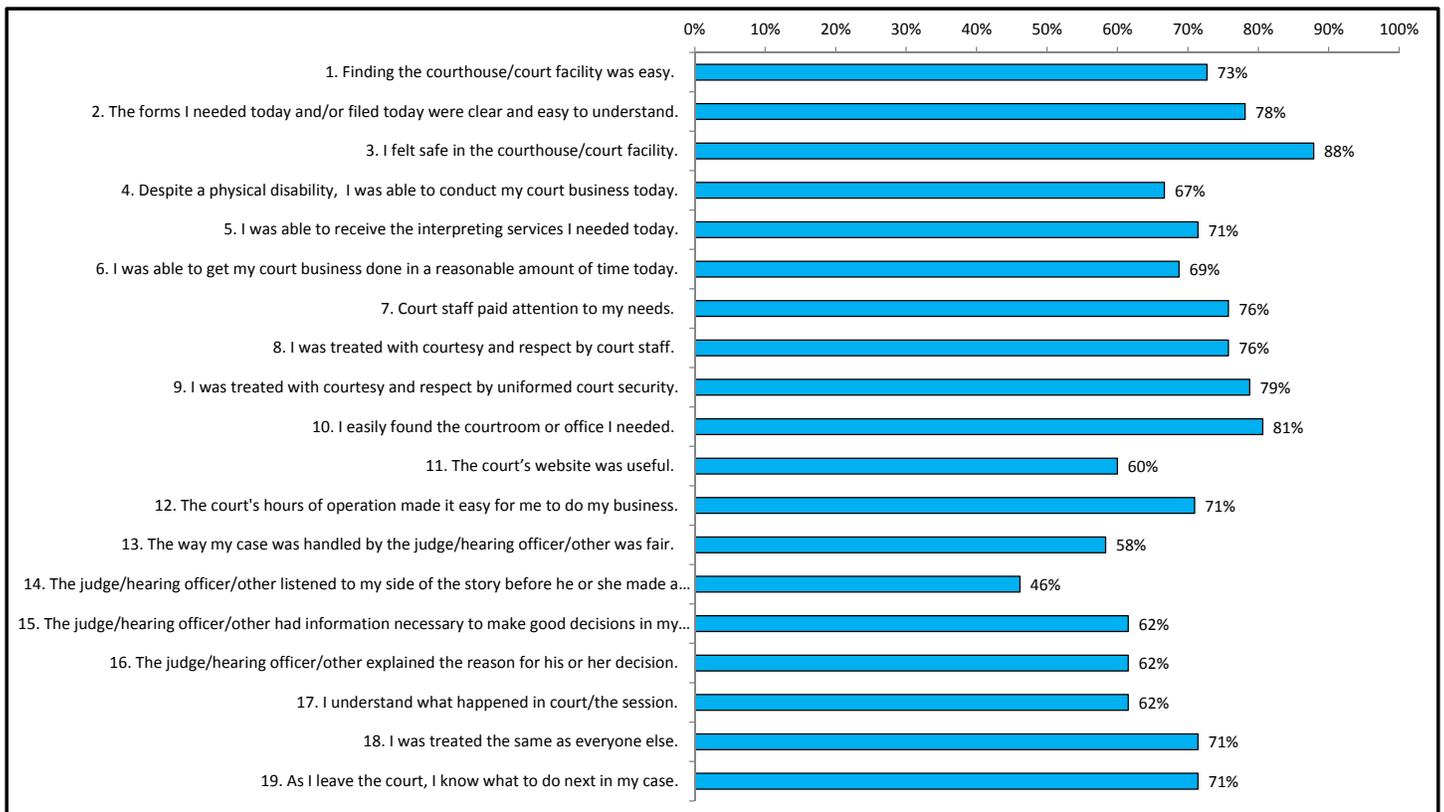
Percent That Agree or Strongly Agree



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. | 3 | 9% | 2 | 6% | 4 | 12% | 7 | 21% | 17 | 52% | 73% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 9% | 1 | 3% | 3 | 9% | 9 | 28% | 16 | 50% | 78% |
| 3. I felt safe in the courthouse/court facility. | 3 | 9% | 0 | 0% | 1 | 3% | 10 | 30% | 19 | 58% | 88% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 17% | 0 | 0% | 3 | 17% | 5 | 28% | 7 | 39% | 67% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 14% | 0 | 0% | 2 | 14% | 4 | 29% | 6 | 43% | 71% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 6 | 19% | 1 | 3% | 3 | 9% | 4 | 13% | 18 | 56% | 69% |
| 7. Court staff paid attention to my needs. | 6 | 18% | 1 | 3% | 1 | 3% | 6 | 18% | 19 | 58% | 76% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 18% | 1 | 3% | 1 | 3% | 6 | 18% | 19 | 58% | 76% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 9% | 1 | 3% | 3 | 9% | 7 | 21% | 19 | 58% | 79% |
| 10. I easily found the courtroom or office I needed. | 3 | 10% | 2 | 6% | 1 | 3% | 6 | 19% | 19 | 61% | 81% |
| 11. The court's website was useful. | 2 | 10% | 4 | 20% | 2 | 10% | 6 | 30% | 6 | 30% | 60% |
| 12. The court's hours of operation made it easy for me to do my business. | 4 | 13% | 2 | 6% | 3 | 10% | 5 | 16% | 17 | 55% | 71% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 1 | 8% | 1 | 8% | 3 | 25% | 2 | 17% | 5 | 42% | 58% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 8% | 2 | 15% | 4 | 31% | 1 | 8% | 5 | 38% | 46% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 1 | 8% | 2 | 15% | 2 | 15% | 2 | 15% | 6 | 46% | 62% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 1 | 8% | 2 | 15% | 2 | 15% | 2 | 15% | 6 | 46% | 62% |
| 17. I understand what happened in court/the session. | 1 | 8% | 1 | 8% | 3 | 23% | 2 | 15% | 6 | 46% | 62% |
| 18. I was treated the same as everyone else. | 1 | 7% | 0 | 0% | 3 | 21% | 4 | 29% | 6 | 43% | 71% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 1 | 7% | 3 | 21% | 2 | 14% | 8 | 57% | 71% |

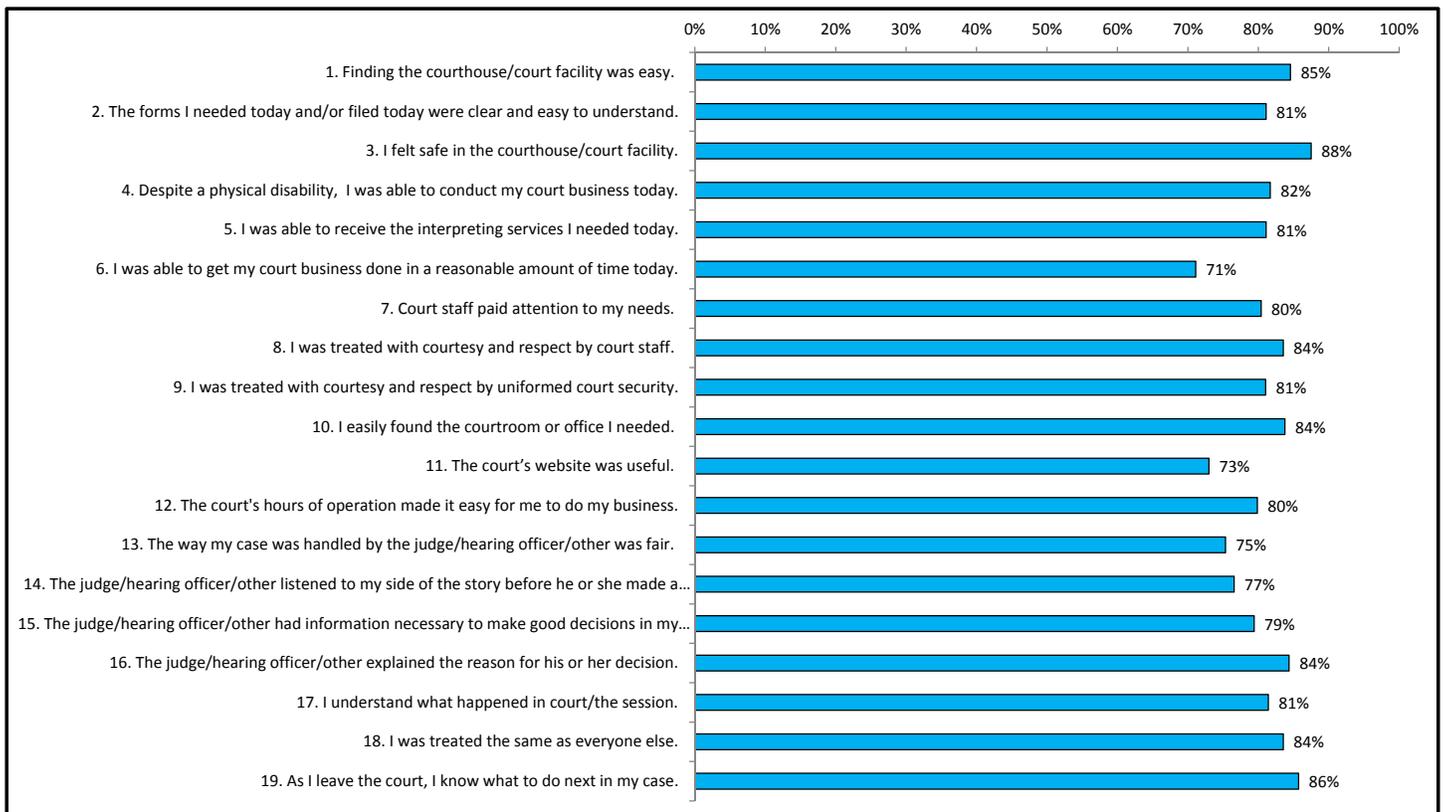
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 15 | 10% | 4 | 3% | 4 | 3% | 47 | 32% | 79 | 53% | 85% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 9% | 5 | 4% | 7 | 6% | 46 | 36% | 57 | 45% | 81% |
| 3. I felt safe in the courthouse/court facility. | 13 | 9% | 3 | 2% | 3 | 2% | 42 | 28% | 91 | 60% | 88% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 7 | 9% | 4 | 5% | 4 | 5% | 25 | 30% | 42 | 51% | 82% |
| 5. I was able to receive the interpreting services I needed today. | 6 | 7% | 3 | 3% | 8 | 9% | 32 | 36% | 41 | 46% | 81% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 23 | 16% | 10 | 7% | 8 | 6% | 30 | 21% | 71 | 50% | 71% |
| 7. Court staff paid attention to my needs. | 13 | 9% | 6 | 4% | 10 | 7% | 45 | 30% | 74 | 50% | 80% |
| 8. I was treated with courtesy and respect by court staff. | 14 | 9% | 5 | 3% | 6 | 4% | 48 | 32% | 79 | 52% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 17 | 11% | 3 | 2% | 9 | 6% | 45 | 29% | 79 | 52% | 81% |
| 10. I easily found the courtroom or office I needed. | 12 | 8% | 3 | 2% | 9 | 6% | 45 | 30% | 79 | 53% | 84% |
| 11. The court's website was useful. | 14 | 14% | 6 | 6% | 7 | 7% | 34 | 34% | 39 | 39% | 73% |
| 12. The court's hours of operation made it easy for me to do my business. | 14 | 10% | 7 | 5% | 8 | 6% | 44 | 31% | 71 | 49% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 10 | 14% | 8 | 11% | 0 | 0% | 22 | 30% | 33 | 45% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 9 | 14% | 4 | 6% | 2 | 3% | 18 | 28% | 31 | 48% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 7 | 10% | 4 | 6% | 3 | 4% | 23 | 34% | 31 | 46% | 79% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 7 | 11% | 1 | 2% | 2 | 3% | 23 | 36% | 31 | 48% | 84% |
| 17. I understand what happened in court/the session. | 8 | 11% | 2 | 3% | 3 | 4% | 22 | 31% | 35 | 50% | 81% |
| 18. I was treated the same as everyone else. | 8 | 10% | 2 | 3% | 3 | 4% | 20 | 25% | 46 | 58% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 7 | 9% | 2 | 3% | 2 | 3% | 23 | 30% | 43 | 56% | 86% |

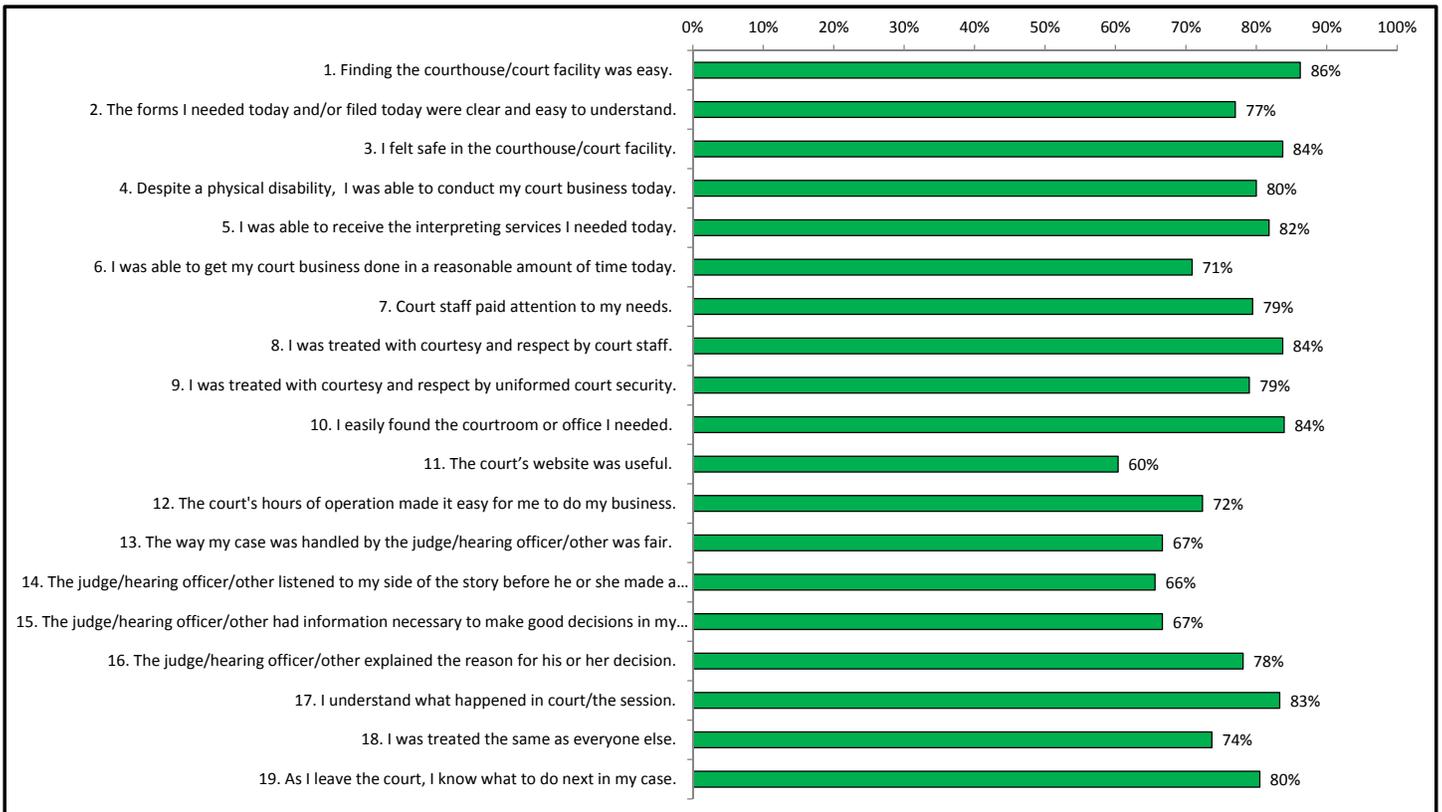
Percent That Agree or Strongly Agree



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% | 0 | 0% | 7 | 9% | 28 | 35% | 41 | 51% | 86% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 4 | 5% | 5 | 7% | 8 | 11% | 22 | 30% | 35 | 47% | 77% |
| 3. I felt safe in the courthouse/court facility. | 6 | 8% | 1 | 1% | 6 | 8% | 19 | 24% | 48 | 60% | 84% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 7% | 2 | 4% | 4 | 9% | 11 | 24% | 25 | 56% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 7% | 1 | 2% | 4 | 9% | 11 | 25% | 25 | 57% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 11 | 14% | 4 | 5% | 8 | 10% | 20 | 25% | 36 | 46% | 71% |
| 7. Court staff paid attention to my needs. | 8 | 10% | 2 | 3% | 6 | 8% | 20 | 26% | 42 | 54% | 79% |
| 8. I was treated with courtesy and respect by court staff. | 7 | 9% | 1 | 1% | 5 | 6% | 25 | 31% | 42 | 53% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 8 | 10% | 4 | 5% | 5 | 6% | 20 | 25% | 44 | 54% | 79% |
| 10. I easily found the courtroom or office I needed. | 5 | 6% | 2 | 2% | 6 | 7% | 20 | 25% | 48 | 59% | 84% |
| 11. The court's website was useful. | 6 | 11% | 3 | 6% | 12 | 23% | 8 | 15% | 24 | 45% | 60% |
| 12. The court's hours of operation made it easy for me to do my business. | 8 | 11% | 8 | 11% | 5 | 7% | 17 | 22% | 38 | 50% | 72% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 6 | 18% | 1 | 3% | 4 | 12% | 5 | 15% | 17 | 52% | 67% |
| 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% | 5 | 16% | 16 | 50% | 66% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 12% | 3 | 9% | 4 | 12% | 6 | 18% | 16 | 48% | 67% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 16% | 0 | 0% | 2 | 6% | 4 | 13% | 21 | 66% | 78% |
| 17. I understand what happened in court/the session. | 3 | 8% | 1 | 3% | 2 | 6% | 10 | 28% | 20 | 56% | 83% |
| 18. I was treated the same as everyone else. | 5 | 13% | 0 | 0% | 5 | 13% | 7 | 18% | 21 | 55% | 74% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 7% | 1 | 2% | 4 | 10% | 10 | 24% | 23 | 56% | 80% |

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. | 2 | 9% | 0 | 0% | 2 | 9% | 4 | 18% | 14 | 64% | 82% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 11% | 1 | 6% | 0 | 0% | 8 | 44% | 7 | 39% | 83% |
| 3. I felt safe in the courthouse/court facility. | 2 | 9% | 0 | 0% | 2 | 9% | 6 | 27% | 12 | 55% | 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. | 6 | 27% | 1 | 5% | 2 | 9% | 7 | 32% | 6 | 27% | 59% |
| 7. Court staff paid attention to my needs. | 3 | 15% | 0 | 0% | 3 | 15% | 6 | 30% | 8 | 40% | 70% |
| 8. I was treated with courtesy and respect by court staff. | 2 | 11% | 0 | 0% | 1 | 5% | 5 | 26% | 11 | 58% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 2 | 11% | 0 | 0% | 2 | 11% | 4 | 21% | 11 | 58% | 79% |
| 10. I easily found the courtroom or office I needed. | 2 | 10% | 0 | 0% | 2 | 10% | 7 | 33% | 10 | 48% | 81% |
| 11. The court's website was useful. | 1 | 9% | 0 | 0% | 3 | 27% | 6 | 55% | 1 | 9% | 64% |
| 12. The court's hours of operation made it easy for me to do my business. | 2 | 11% | 1 | 5% | 1 | 5% | 6 | 32% | 9 | 47% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 4 | 40% | 0 | 0% | 0 | 0% | 1 | 10% | 5 | 50% | 60% |
| 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 | 18% | 1 | 9% | 0 | 0% | 3 | 27% | 5 | 45% | 73% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 2 | 20% | 0 | 0% | 1 | 10% | 1 | 10% | 6 | 60% | 70% |
| 17. I understand what happened in court/the session. | 2 | 15% | 1 | 8% | 0 | 0% | 2 | 15% | 8 | 62% | 77% |
| 18. I was treated the same as everyone else. | 3 | 25% | 0 | 0% | 1 | 8% | 2 | 17% | 6 | 50% | 67% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 8% | 1 | 8% | 1 | 8% | 3 | 23% | 7 | 54% | 77% |

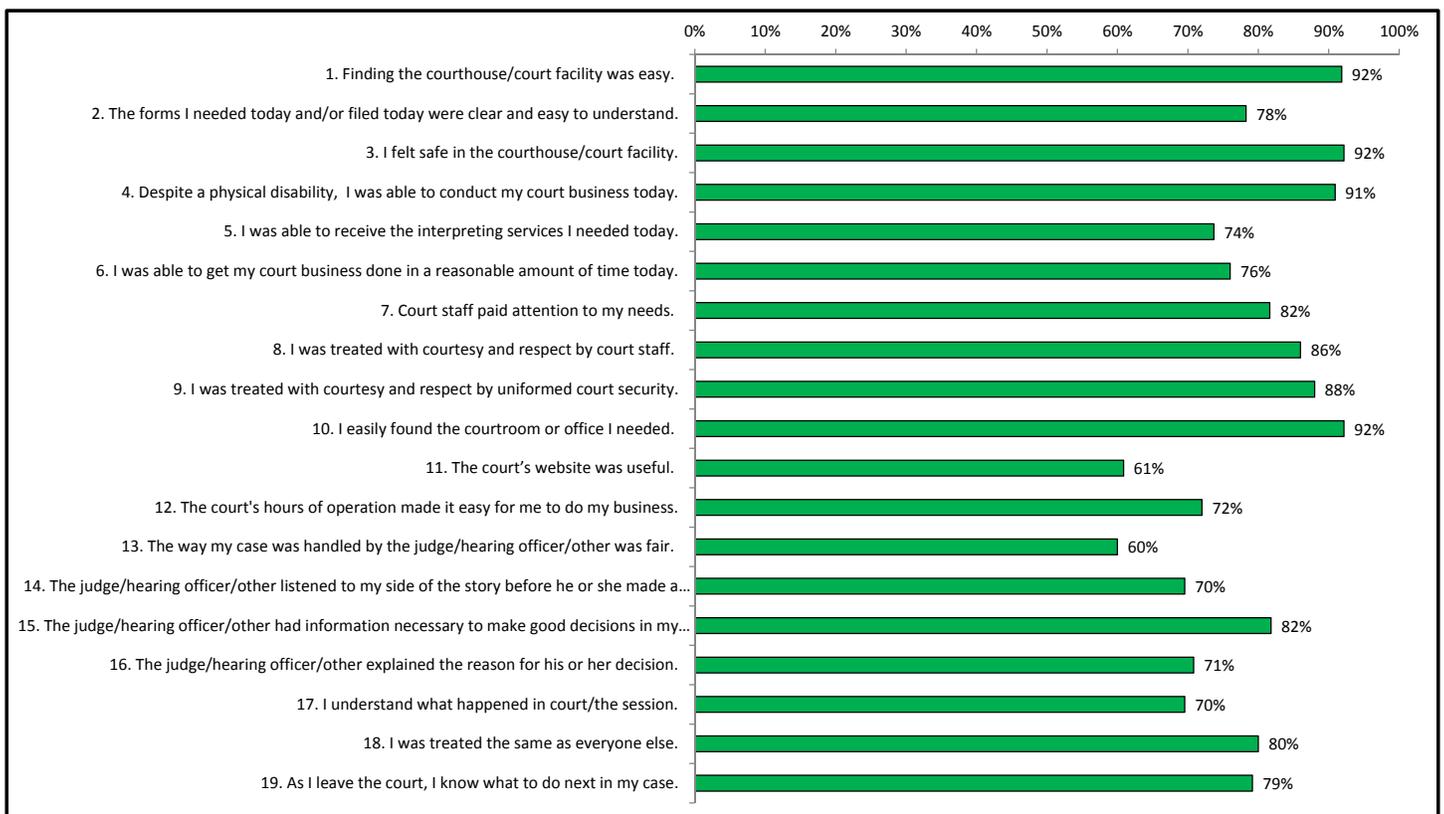
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 2 | 4% | 1 | 2% | 1 | 2% | 13 | 27% | 32 | 65% | 92% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 7% | 0 | 0% | 7 | 15% | 15 | 33% | 21 | 46% | 78% |
| 3. I felt safe in the courthouse/court facility. | 2 | 4% | 2 | 4% | 0 | 0% | 16 | 31% | 31 | 61% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 5% | 0 | 0% | 1 | 5% | 5 | 23% | 15 | 68% | 91% |
| 5. I was able to receive the interpreting services I needed today. | 1 | 5% | 1 | 5% | 3 | 16% | 4 | 21% | 10 | 53% | 74% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 5 | 10% | 2 | 4% | 5 | 10% | 13 | 26% | 25 | 50% | 76% |
| 7. Court staff paid attention to my needs. | 4 | 8% | 1 | 2% | 4 | 8% | 9 | 18% | 31 | 63% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 5 | 10% | 0 | 0% | 2 | 4% | 8 | 16% | 35 | 70% | 86% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 6% | 3 | 6% | 0 | 0% | 9 | 18% | 35 | 70% | 88% |
| 10. I easily found the courtroom or office I needed. | 2 | 4% | 2 | 4% | 0 | 0% | 10 | 20% | 37 | 73% | 92% |
| 11. The court's website was useful. | 1 | 4% | 3 | 13% | 5 | 22% | 7 | 30% | 7 | 30% | 61% |
| 12. The court's hours of operation made it easy for me to do my business. | 3 | 6% | 8 | 16% | 3 | 6% | 10 | 20% | 26 | 52% | 72% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 6 | 24% | 1 | 4% | 3 | 12% | 4 | 16% | 11 | 44% | 60% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 13% | 3 | 13% | 1 | 4% | 2 | 9% | 14 | 61% | 70% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 14% | 1 | 5% | 0 | 0% | 5 | 23% | 13 | 59% | 82% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 21% | 1 | 4% | 1 | 4% | 1 | 4% | 16 | 67% | 71% |
| 17. I understand what happened in court/the session. | 5 | 22% | 0 | 0% | 2 | 9% | 2 | 9% | 14 | 61% | 70% |
| 18. I was treated the same as everyone else. | 5 | 20% | 0 | 0% | 0 | 0% | 3 | 12% | 17 | 68% | 80% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 13% | 0 | 0% | 2 | 8% | 3 | 13% | 16 | 67% | 79% |

Percent That Agree or Strongly Agree



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

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

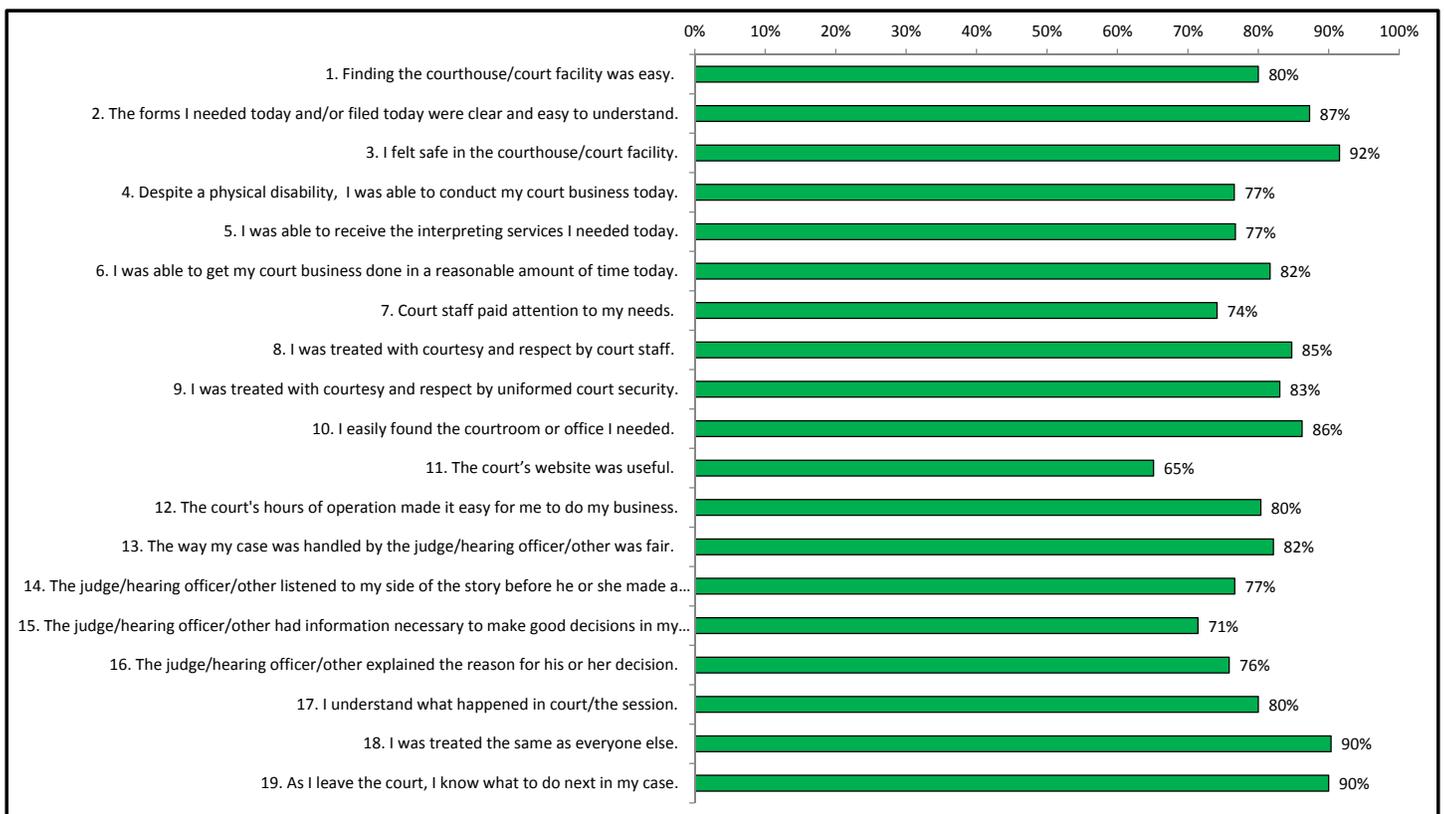
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 8 | 13% | 2 | 3% | 2 | 3% | 23 | 38% | 25 | 42% | 80% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 4 | 7% | 0 | 0% | 3 | 5% | 25 | 45% | 23 | 42% | 87% |
| 3. I felt safe in the courthouse/court facility. | 4 | 7% | 0 | 0% | 1 | 2% | 19 | 32% | 35 | 59% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 4 | 9% | 2 | 4% | 5 | 11% | 18 | 38% | 18 | 38% | 77% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 5% | 2 | 5% | 6 | 14% | 15 | 35% | 18 | 42% | 77% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 4 | 7% | 2 | 3% | 5 | 8% | 26 | 43% | 23 | 38% | 82% |
| 7. Court staff paid attention to my needs. | 5 | 9% | 4 | 7% | 6 | 10% | 21 | 36% | 22 | 38% | 74% |
| 8. I was treated with courtesy and respect by court staff. | 4 | 7% | 3 | 5% | 2 | 3% | 22 | 37% | 28 | 47% | 85% |
| 9. I was treated with courtesy and respect by uniformed court security. | 5 | 8% | 2 | 3% | 3 | 5% | 22 | 37% | 27 | 46% | 83% |
| 10. I easily found the courtroom or office I needed. | 4 | 7% | 1 | 2% | 3 | 5% | 28 | 48% | 22 | 38% | 86% |
| 11. The court's website was useful. | 4 | 9% | 3 | 7% | 8 | 19% | 15 | 35% | 13 | 30% | 65% |
| 12. The court's hours of operation made it easy for me to do my business. | 7 | 13% | 3 | 5% | 1 | 2% | 23 | 41% | 22 | 39% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 2 | 7% | 0 | 0% | 3 | 11% | 15 | 54% | 8 | 29% | 82% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 3% | 1 | 3% | 5 | 17% | 13 | 43% | 10 | 33% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 2 | 7% | 1 | 4% | 5 | 18% | 10 | 36% | 10 | 36% | 71% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 1 | 3% | 1 | 3% | 5 | 17% | 12 | 41% | 10 | 34% | 76% |
| 17. I understand what happened in court/the session. | 1 | 3% | 0 | 0% | 5 | 17% | 12 | 40% | 12 | 40% | 80% |
| 18. I was treated the same as everyone else. | 1 | 3% | 0 | 0% | 2 | 6% | 14 | 45% | 14 | 45% | 90% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 3 | 10% | 14 | 47% | 13 | 43% | 90% |

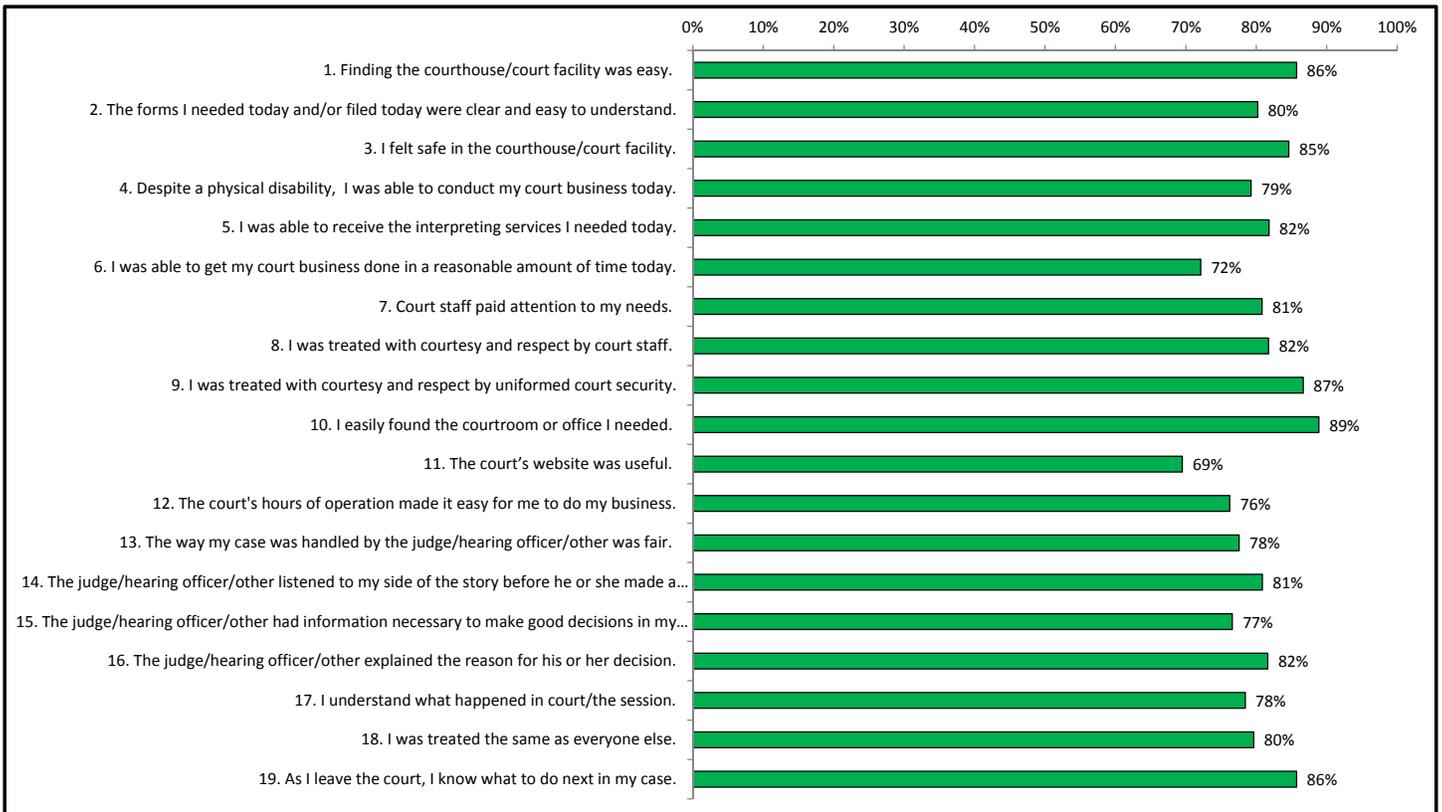
Percent That Agree or Strongly Agree



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 | 7% | 2 | 2% | 6 | 6% | 34 | 32% | 56 | 53% | 86% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 9 | 9% | 4 | 4% | 6 | 6% | 28 | 29% | 49 | 51% | 80% |
| 3. I felt safe in the courthouse/court facility. | 6 | 6% | 6 | 6% | 4 | 4% | 30 | 29% | 58 | 56% | 85% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 5 | 9% | 3 | 6% | 3 | 6% | 15 | 28% | 27 | 51% | 79% |
| 5. I was able to receive the interpreting services I needed today. | 4 | 7% | 1 | 2% | 5 | 9% | 18 | 33% | 27 | 49% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 11 | 11% | 11 | 11% | 7 | 7% | 25 | 24% | 50 | 48% | 72% |
| 7. Court staff paid attention to my needs. | 8 | 8% | 4 | 4% | 7 | 7% | 32 | 32% | 48 | 48% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 11 | 11% | 2 | 2% | 6 | 6% | 29 | 28% | 56 | 54% | 82% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 7% | 2 | 2% | 5 | 5% | 37 | 35% | 54 | 51% | 87% |
| 10. I easily found the courtroom or office I needed. | 4 | 4% | 4 | 4% | 3 | 3% | 34 | 34% | 54 | 55% | 89% |
| 11. The court's website was useful. | 7 | 12% | 3 | 5% | 8 | 14% | 20 | 34% | 21 | 36% | 69% |
| 12. The court's hours of operation made it easy for me to do my business. | 9 | 9% | 9 | 9% | 6 | 6% | 32 | 32% | 45 | 45% | 76% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 9 | 18% | 1 | 2% | 1 | 2% | 16 | 33% | 22 | 45% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 6 | 13% | 2 | 4% | 1 | 2% | 13 | 28% | 25 | 53% | 81% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 7 | 15% | 1 | 2% | 3 | 6% | 14 | 30% | 22 | 47% | 77% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 7 | 14% | 0 | 0% | 2 | 4% | 14 | 29% | 26 | 53% | 82% |
| 17. I understand what happened in court/the session. | 6 | 12% | 1 | 2% | 4 | 8% | 15 | 29% | 25 | 49% | 78% |
| 18. I was treated the same as everyone else. | 9 | 17% | 0 | 0% | 2 | 4% | 13 | 24% | 30 | 56% | 80% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 5% | 1 | 2% | 4 | 7% | 14 | 25% | 34 | 61% | 86% |

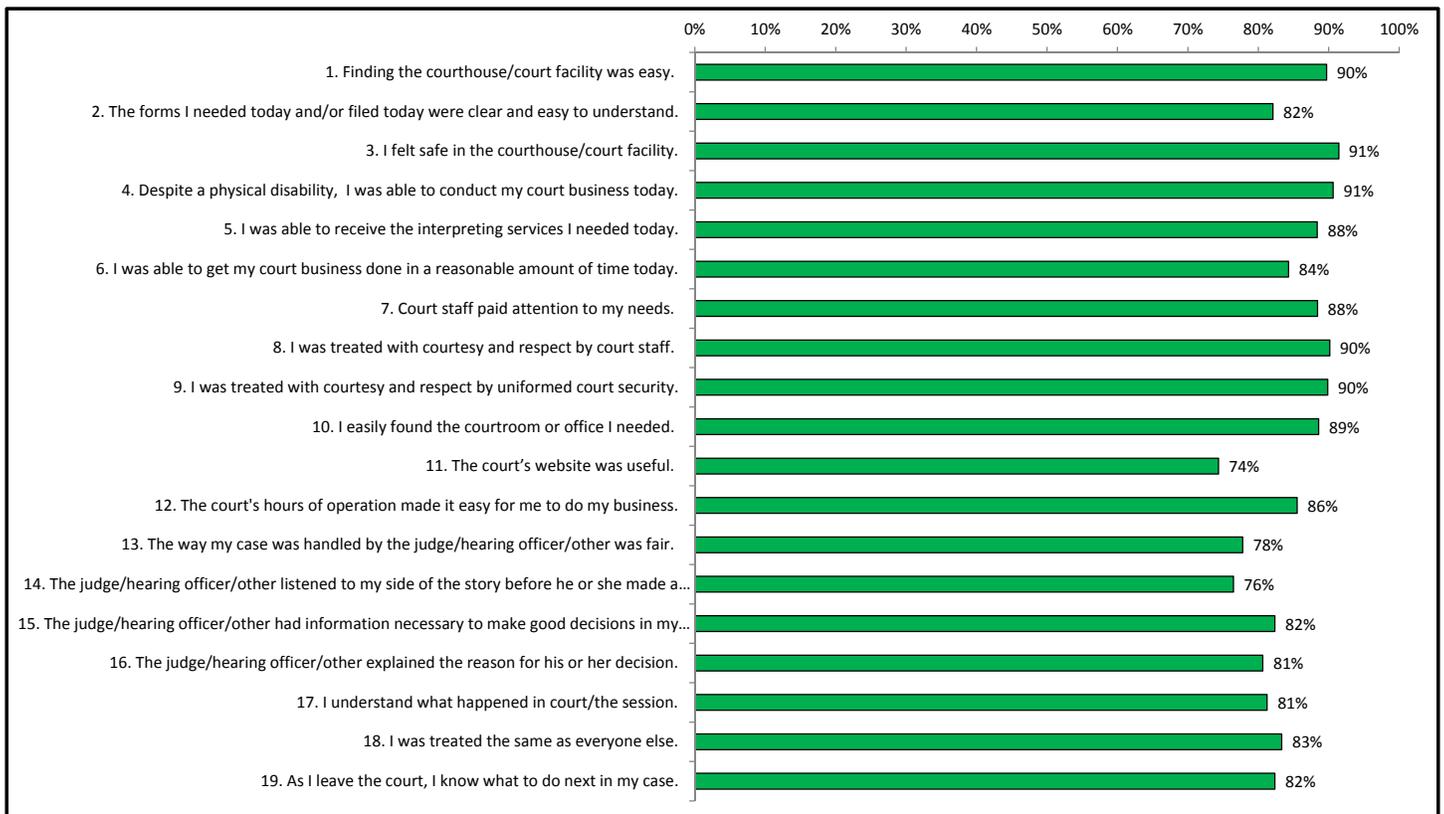
Percent That Agree or Strongly Agree



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. | 4 | 6% | 2 | 3% | 1 | 1% | 22 | 32% | 39 | 57% | 90% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 5 | 7% | 2 | 3% | 5 | 7% | 21 | 31% | 34 | 51% | 82% |
| 3. I felt safe in the courthouse/court facility. | 4 | 6% | 1 | 1% | 1 | 1% | 15 | 21% | 49 | 70% | 91% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 9% | 0 | 0% | 0 | 0% | 11 | 34% | 18 | 56% | 91% |
| 5. I was able to receive the interpreting services I needed today. | 4 | 9% | 1 | 2% | 0 | 0% | 15 | 35% | 23 | 53% | 88% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 6 | 9% | 2 | 3% | 3 | 4% | 19 | 27% | 40 | 57% | 84% |
| 7. Court staff paid attention to my needs. | 5 | 7% | 1 | 1% | 2 | 3% | 20 | 29% | 41 | 59% | 88% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 8% | 0 | 0% | 1 | 1% | 18 | 25% | 46 | 65% | 90% |
| 9. I was treated with courtesy and respect by uniformed court security. | 4 | 6% | 1 | 1% | 2 | 3% | 16 | 23% | 46 | 67% | 90% |
| 10. I easily found the courtroom or office I needed. | 5 | 7% | 0 | 0% | 3 | 4% | 15 | 21% | 47 | 67% | 89% |
| 11. The court's website was useful. | 6 | 15% | 1 | 3% | 3 | 8% | 12 | 31% | 17 | 44% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 7 | 10% | 2 | 3% | 1 | 1% | 19 | 28% | 40 | 58% | 86% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 6 | 17% | 2 | 6% | 0 | 0% | 12 | 33% | 16 | 44% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 6 | 18% | 1 | 3% | 1 | 3% | 10 | 29% | 16 | 47% | 76% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 6 | 18% | 0 | 0% | 0 | 0% | 11 | 32% | 17 | 50% | 82% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 6 | 19% | 0 | 0% | 0 | 0% | 9 | 29% | 16 | 52% | 81% |
| 17. I understand what happened in court/the session. | 5 | 16% | 1 | 3% | 0 | 0% | 8 | 25% | 18 | 56% | 81% |
| 18. I was treated the same as everyone else. | 3 | 8% | 3 | 8% | 0 | 0% | 11 | 31% | 19 | 53% | 83% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 9% | 2 | 6% | 1 | 3% | 9 | 26% | 19 | 56% | 82% |

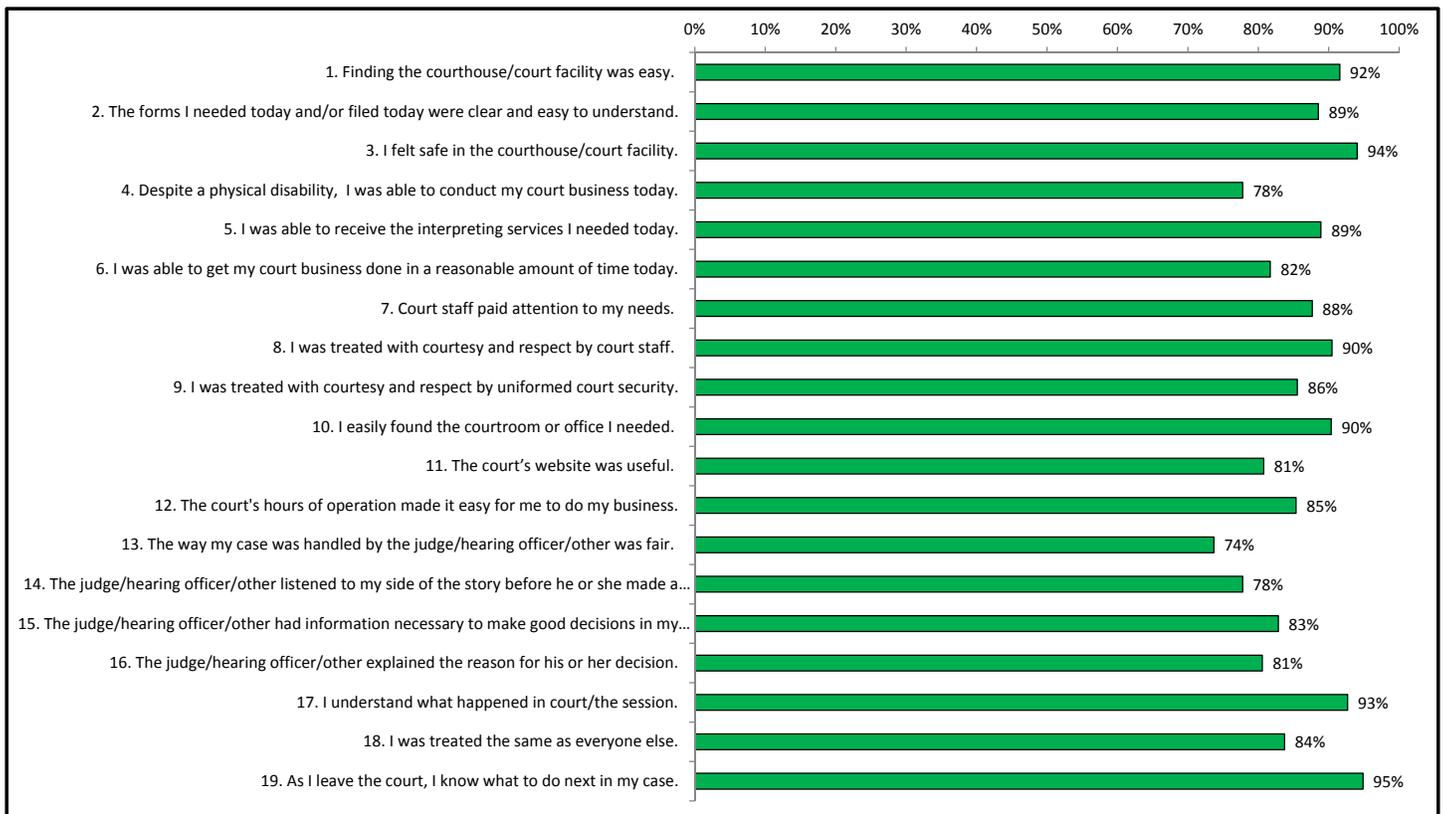
Percent That Agree or Strongly Agree



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. | 2 | 2% | 1 | 1% | 4 | 5% | 28 | 34% | 48 | 58% | 92% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 1 | 2% | 2 | 3% | 4 | 7% | 22 | 36% | 32 | 52% | 89% |
| 3. I felt safe in the courthouse/court facility. | 1 | 1% | 3 | 4% | 1 | 1% | 20 | 24% | 59 | 70% | 94% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 2 | 7% | 1 | 4% | 3 | 11% | 7 | 26% | 14 | 52% | 78% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 6% | 0 | 0% | 2 | 6% | 10 | 28% | 22 | 61% | 89% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 5 | 6% | 5 | 6% | 5 | 6% | 26 | 32% | 41 | 50% | 82% |
| 7. Court staff paid attention to my needs. | 1 | 1% | 5 | 6% | 4 | 5% | 22 | 27% | 49 | 60% | 88% |
| 8. I was treated with courtesy and respect by court staff. | 1 | 1% | 2 | 2% | 5 | 6% | 22 | 26% | 54 | 64% | 90% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 4% | 2 | 2% | 7 | 8% | 15 | 18% | 56 | 67% | 86% |
| 10. I easily found the courtroom or office I needed. | 2 | 2% | 2 | 2% | 4 | 5% | 25 | 30% | 50 | 60% | 90% |
| 11. The court's website was useful. | 3 | 6% | 2 | 4% | 5 | 10% | 21 | 40% | 21 | 40% | 81% |
| 12. The court's hours of operation made it easy for me to do my business. | 3 | 4% | 4 | 5% | 5 | 6% | 27 | 33% | 43 | 52% | 85% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 0 | 0% | 6 | 16% | 4 | 11% | 13 | 34% | 15 | 39% | 74% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 0 | 0% | 2 | 6% | 6 | 17% | 9 | 25% | 19 | 53% | 78% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 1 | 3% | 2 | 6% | 3 | 9% | 11 | 31% | 18 | 51% | 83% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 0 | 0% | 2 | 6% | 5 | 14% | 11 | 31% | 18 | 50% | 81% |
| 17. I understand what happened in court/the session. | 1 | 2% | 1 | 2% | 1 | 2% | 13 | 32% | 25 | 61% | 93% |
| 18. I was treated the same as everyone else. | 1 | 2% | 2 | 5% | 4 | 9% | 10 | 23% | 26 | 60% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 2 | 5% | 11 | 28% | 26 | 67% | 95% |

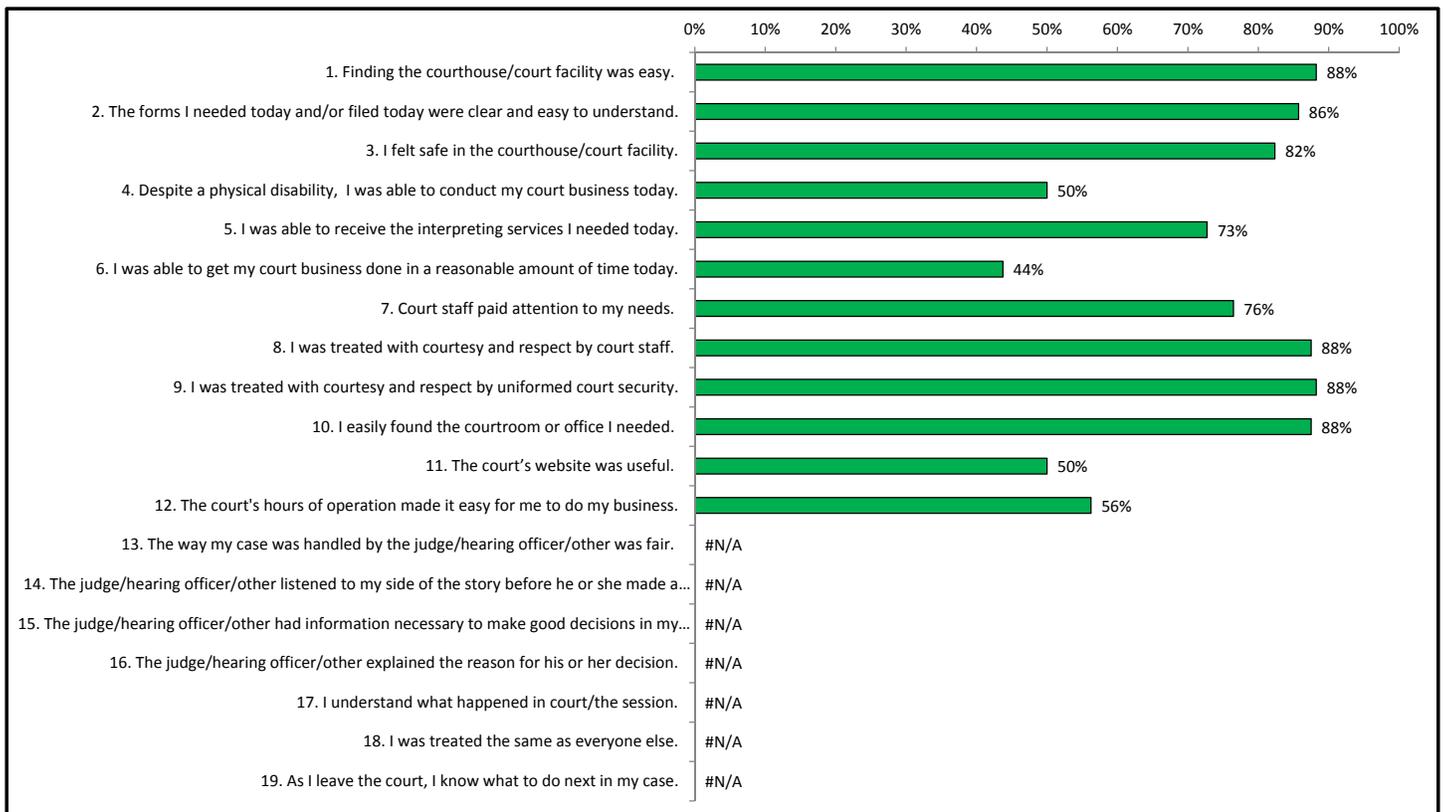
Percent That Agree or Strongly Agree



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. | 1 | 6% | 1 | 6% | 0 | 0% | 3 | 18% | 12 | 71% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 0 | 0% | 2 | 14% | 0 | 0% | 7 | 50% | 5 | 36% | 86% |
| 3. I felt safe in the courthouse/court facility. | 0 | 0% | 2 | 12% | 1 | 6% | 8 | 47% | 6 | 35% | 82% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 8% | 2 | 17% | 3 | 25% | 3 | 25% | 3 | 25% | 50% |
| 5. I was able to receive the interpreting services I needed today. | 0 | 0% | 2 | 18% | 1 | 9% | 6 | 55% | 2 | 18% | 73% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 3 | 19% | 3 | 19% | 3 | 19% | 5 | 31% | 2 | 13% | 44% |
| 7. Court staff paid attention to my needs. | 1 | 6% | 1 | 6% | 2 | 12% | 7 | 41% | 6 | 35% | 76% |
| 8. I was treated with courtesy and respect by court staff. | 1 | 6% | 1 | 6% | 0 | 0% | 7 | 44% | 7 | 44% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 1 | 6% | 0 | 0% | 1 | 6% | 9 | 53% | 6 | 35% | 88% |
| 10. I easily found the courtroom or office I needed. | 1 | 6% | 1 | 6% | 0 | 0% | 7 | 44% | 7 | 44% | 88% |
| 11. The court's website was useful. | 1 | 10% | 2 | 20% | 2 | 20% | 2 | 20% | 3 | 30% | 50% |
| 12. The court's hours of operation made it easy for me to do my business. | 3 | 19% | 2 | 13% | 2 | 13% | 6 | 38% | 3 | 19% | 56% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 18. I was treated the same as everyone else. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 19. As I leave the court, I know what to do next in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |

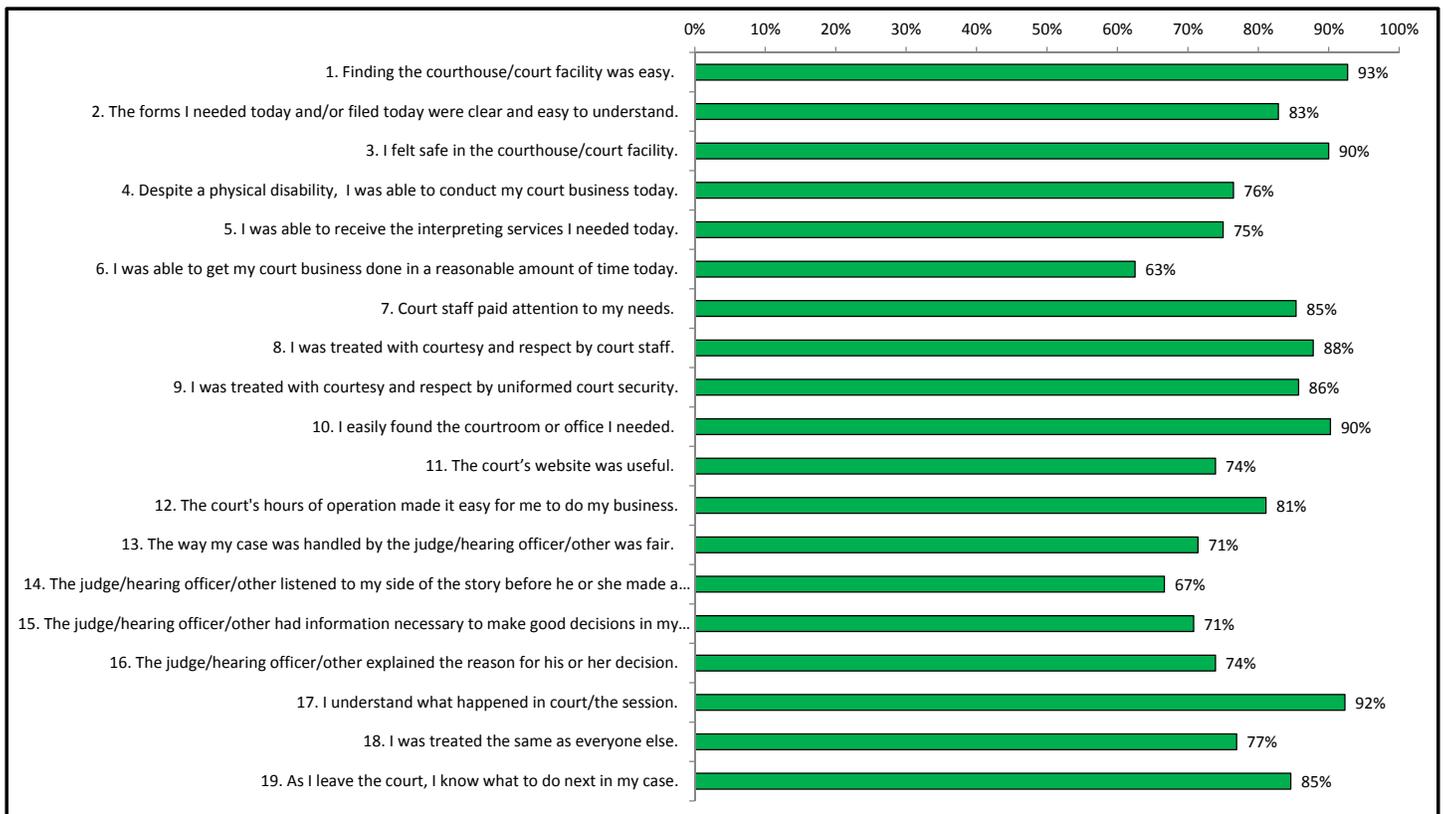
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 2 | 5% | 0 | 0% | 1 | 2% | 20 | 49% | 18 | 44% | 93% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 1 | 3% | 2 | 6% | 3 | 9% | 13 | 37% | 16 | 46% | 83% |
| 3. I felt safe in the courthouse/court facility. | 2 | 5% | 0 | 0% | 2 | 5% | 11 | 28% | 25 | 63% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 0 | 0% | 1 | 6% | 3 | 18% | 5 | 29% | 8 | 47% | 76% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 8% | 0 | 0% | 4 | 17% | 7 | 29% | 11 | 46% | 75% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 8 | 20% | 3 | 8% | 4 | 10% | 12 | 30% | 13 | 33% | 63% |
| 7. Court staff paid attention to my needs. | 3 | 7% | 2 | 5% | 1 | 2% | 16 | 39% | 19 | 46% | 85% |
| 8. I was treated with courtesy and respect by court staff. | 4 | 10% | 1 | 2% | 0 | 0% | 18 | 44% | 18 | 44% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 5 | 12% | 0 | 0% | 1 | 2% | 17 | 40% | 19 | 45% | 86% |
| 10. I easily found the courtroom or office I needed. | 2 | 5% | 1 | 2% | 1 | 2% | 16 | 39% | 21 | 51% | 90% |
| 11. The court's website was useful. | 1 | 4% | 1 | 4% | 4 | 17% | 7 | 30% | 10 | 43% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 2 | 5% | 1 | 3% | 4 | 11% | 11 | 30% | 19 | 51% | 81% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 5 | 18% | 1 | 4% | 2 | 7% | 9 | 32% | 11 | 39% | 71% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 4 | 17% | 3 | 13% | 1 | 4% | 4 | 17% | 12 | 50% | 67% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 17% | 2 | 8% | 1 | 4% | 7 | 29% | 10 | 42% | 71% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 2 | 9% | 3 | 13% | 1 | 4% | 8 | 35% | 9 | 39% | 74% |
| 17. I understand what happened in court/the session. | 1 | 4% | 1 | 4% | 0 | 0% | 14 | 54% | 10 | 38% | 92% |
| 18. I was treated the same as everyone else. | 3 | 12% | 1 | 4% | 2 | 8% | 8 | 31% | 12 | 46% | 77% |
| 19. As I leave the court, I know what to do next in my case. | 2 | 8% | 0 | 0% | 2 | 8% | 10 | 38% | 12 | 46% | 85% |

Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 4% | 2 | 2% | 5 | 5% | 35 | 34% | 56 | 55% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 8% | 3 | 4% | 4 | 5% | 29 | 34% | 42 | 49% | 84% |
| 3. I felt safe in the courthouse/court facility. | 8 | 8% | 2 | 2% | 4 | 4% | 37 | 35% | 55 | 52% | 87% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 4 | 9% | 1 | 2% | 7 | 15% | 10 | 22% | 24 | 52% | 74% |
| 5. I was able to receive the interpreting services I needed today. | 6 | 13% | 0 | 0% | 4 | 9% | 12 | 26% | 25 | 53% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 16 | 16% | 8 | 8% | 20 | 20% | 20 | 20% | 36 | 36% | 56% |
| 7. Court staff paid attention to my needs. | 10 | 10% | 7 | 7% | 11 | 11% | 28 | 27% | 47 | 46% | 73% |
| 8. I was treated with courtesy and respect by court staff. | 9 | 8% | 6 | 6% | 2 | 2% | 29 | 27% | 60 | 57% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 7% | 2 | 2% | 9 | 9% | 31 | 30% | 55 | 53% | 83% |
| 10. I easily found the courtroom or office I needed. | 5 | 5% | 3 | 3% | 6 | 6% | 31 | 30% | 59 | 57% | 87% |
| 11. The court's website was useful. | 6 | 11% | 4 | 7% | 7 | 13% | 17 | 30% | 22 | 39% | 70% |
| 12. The court's hours of operation made it easy for me to do my business. | 8 | 9% | 5 | 5% | 7 | 7% | 33 | 35% | 41 | 44% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 8 | 14% | 4 | 7% | 2 | 4% | 20 | 35% | 23 | 40% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 7 | 13% | 4 | 8% | 3 | 6% | 19 | 36% | 20 | 38% | 74% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 7 | 13% | 3 | 5% | 5 | 9% | 21 | 38% | 20 | 36% | 73% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 6 | 11% | 4 | 8% | 4 | 8% | 19 | 36% | 20 | 38% | 74% |
| 17. I understand what happened in court/the session. | 7 | 11% | 1 | 2% | 4 | 6% | 22 | 35% | 29 | 46% | 81% |
| 18. I was treated the same as everyone else. | 6 | 9% | 1 | 2% | 9 | 14% | 18 | 28% | 30 | 47% | 75% |
| 19. As I leave the court, I know what to do next in my case. | 4 | 6% | 0 | 0% | 3 | 5% | 27 | 43% | 29 | 46% | 89% |

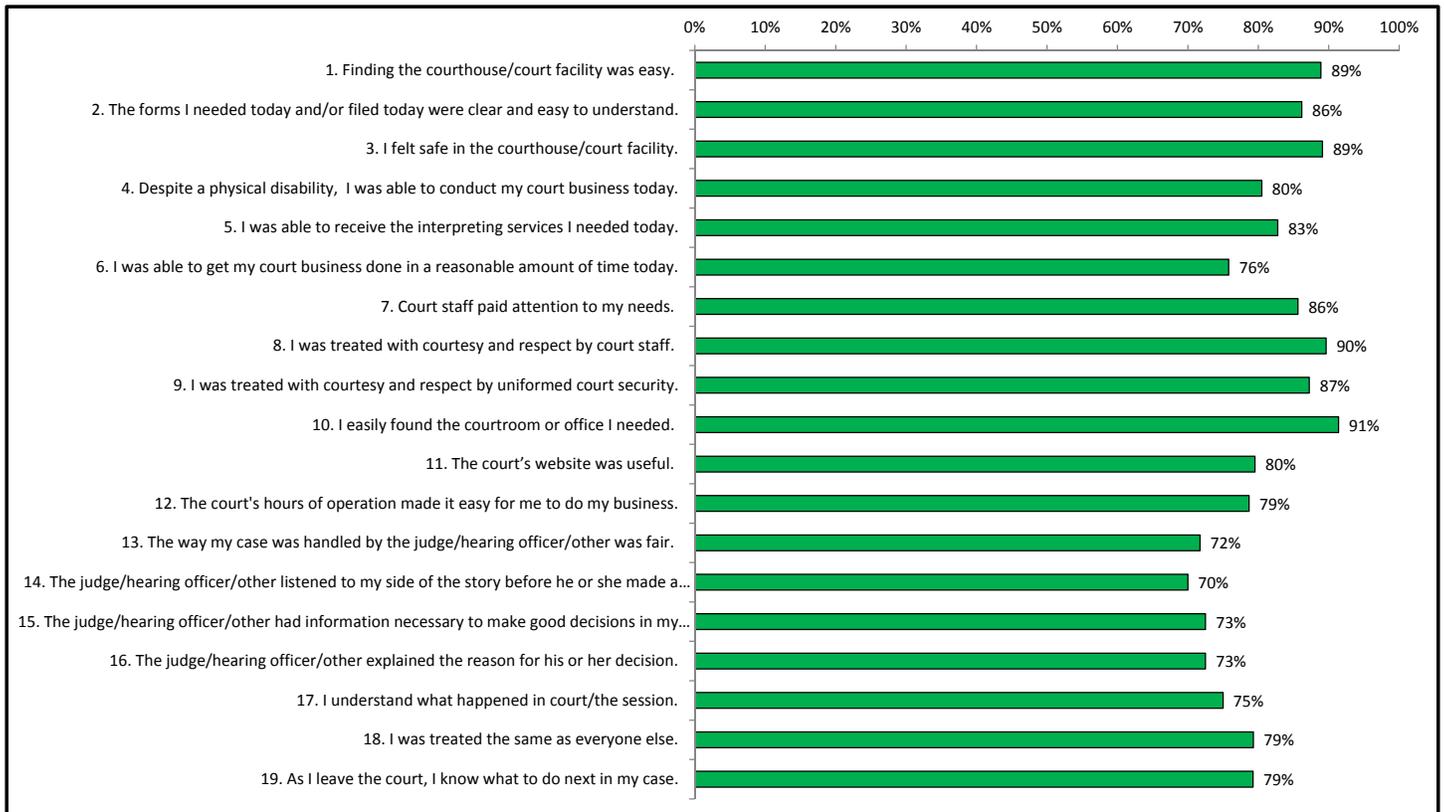
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 10 | 5% | 4 | 2% | 7 | 4% | 70 | 37% | 98 | 52% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 4% | 3 | 2% | 12 | 8% | 69 | 43% | 68 | 43% | 86% |
| 3. I felt safe in the courthouse/court facility. | 13 | 7% | 2 | 1% | 6 | 3% | 70 | 36% | 102 | 53% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 7 | 9% | 1 | 1% | 8 | 10% | 32 | 39% | 34 | 41% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 5 | 6% | 4 | 5% | 6 | 7% | 34 | 39% | 38 | 44% | 83% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 9 | 6% | 9 | 6% | 20 | 13% | 42 | 27% | 77 | 49% | 76% |
| 7. Court staff paid attention to my needs. | 9 | 5% | 7 | 4% | 9 | 5% | 61 | 35% | 88 | 51% | 86% |
| 8. I was treated with courtesy and respect by court staff. | 13 | 7% | 5 | 3% | 2 | 1% | 65 | 34% | 108 | 56% | 90% |
| 9. I was treated with courtesy and respect by uniformed court security. | 14 | 7% | 4 | 2% | 6 | 3% | 67 | 36% | 97 | 52% | 87% |
| 10. I easily found the courtroom or office I needed. | 9 | 5% | 4 | 2% | 3 | 2% | 67 | 36% | 103 | 55% | 91% |
| 11. The court's website was useful. | 10 | 8% | 7 | 6% | 9 | 7% | 50 | 39% | 51 | 40% | 80% |
| 12. The court's hours of operation made it easy for me to do my business. | 10 | 6% | 7 | 4% | 19 | 11% | 54 | 32% | 79 | 47% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 5 | 11% | 5 | 11% | 3 | 7% | 10 | 22% | 23 | 50% | 72% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 6 | 15% | 0 | 0% | 6 | 15% | 8 | 20% | 20 | 50% | 70% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 8% | 3 | 8% | 5 | 13% | 10 | 25% | 19 | 48% | 73% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 4 | 10% | 2 | 5% | 5 | 13% | 11 | 28% | 18 | 45% | 73% |
| 17. I understand what happened in court/the session. | 3 | 6% | 2 | 4% | 7 | 15% | 14 | 29% | 22 | 46% | 75% |
| 18. I was treated the same as everyone else. | 4 | 7% | 2 | 3% | 6 | 10% | 13 | 22% | 33 | 57% | 79% |
| 19. As I leave the court, I know what to do next in my case. | 4 | 8% | 3 | 6% | 4 | 8% | 15 | 28% | 27 | 51% | 79% |

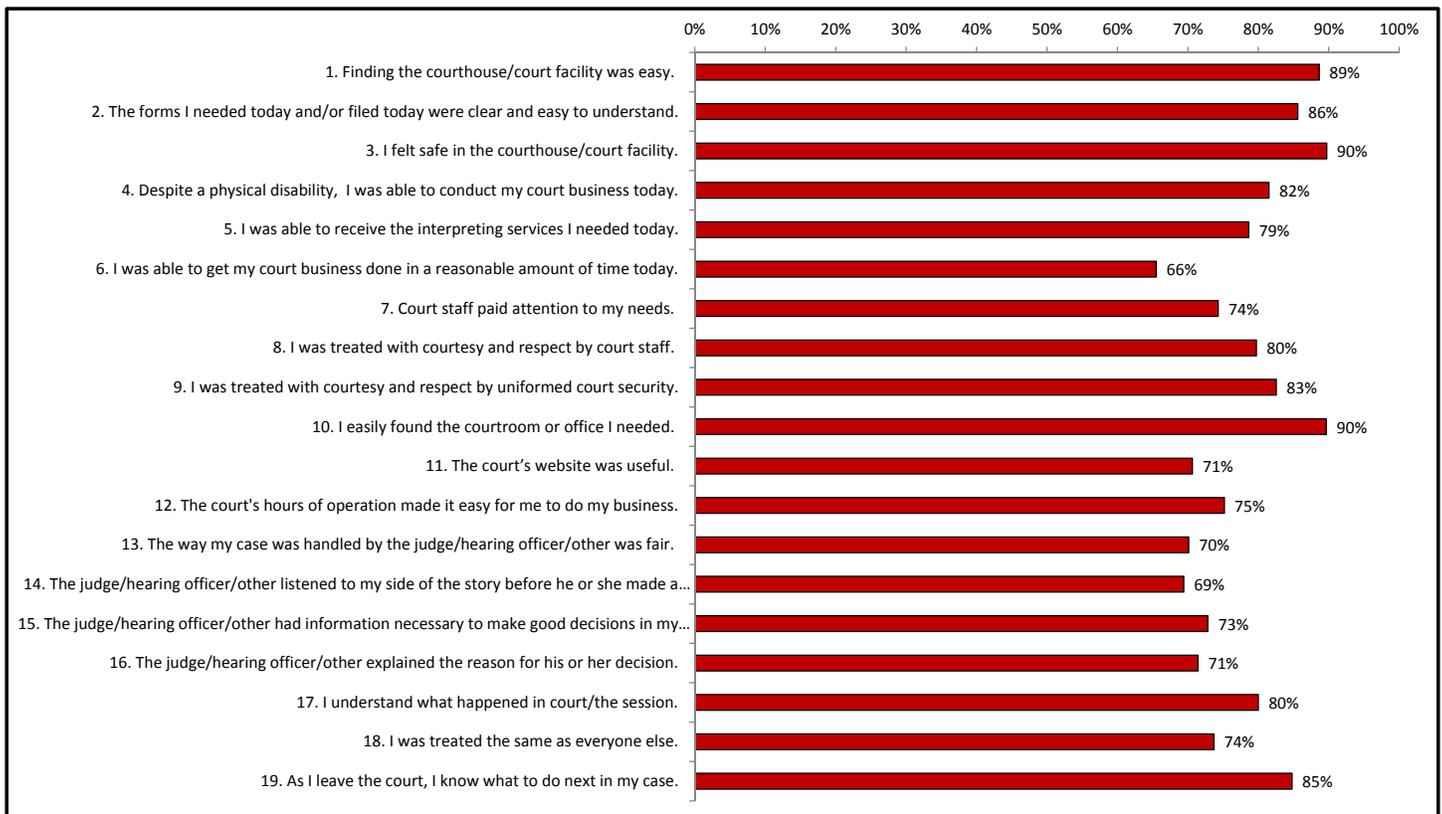
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 7 | 5% | 4 | 3% | 5 | 4% | 53 | 38% | 72 | 51% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 5% | 4 | 3% | 8 | 6% | 55 | 42% | 58 | 44% | 86% |
| 3. I felt safe in the courthouse/court facility. | 10 | 7% | 2 | 1% | 3 | 2% | 43 | 29% | 88 | 60% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 7 | 8% | 2 | 2% | 8 | 9% | 32 | 35% | 43 | 47% | 82% |
| 5. I was able to receive the interpreting services I needed today. | 6 | 7% | 4 | 4% | 9 | 10% | 31 | 35% | 39 | 44% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 15 | 10% | 16 | 11% | 19 | 13% | 37 | 26% | 58 | 40% | 66% |
| 7. Court staff paid attention to my needs. | 12 | 8% | 6 | 4% | 19 | 13% | 39 | 27% | 68 | 47% | 74% |
| 8. I was treated with courtesy and respect by court staff. | 11 | 7% | 8 | 5% | 11 | 7% | 39 | 26% | 79 | 53% | 80% |
| 9. I was treated with courtesy and respect by uniformed court security. | 13 | 9% | 4 | 3% | 9 | 6% | 42 | 28% | 81 | 54% | 83% |
| 10. I easily found the courtroom or office I needed. | 9 | 6% | 0 | 0% | 6 | 4% | 59 | 41% | 71 | 49% | 90% |
| 11. The court's website was useful. | 7 | 8% | 5 | 5% | 15 | 16% | 31 | 34% | 34 | 37% | 71% |
| 12. The court's hours of operation made it easy for me to do my business. | 13 | 9% | 11 | 8% | 10 | 7% | 48 | 35% | 55 | 40% | 75% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 9 | 10% | 9 | 10% | 8 | 9% | 29 | 33% | 32 | 37% | 70% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 10 | 12% | 5 | 6% | 11 | 13% | 27 | 32% | 32 | 38% | 69% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 7 | 9% | 6 | 7% | 9 | 11% | 26 | 32% | 33 | 41% | 73% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 8 | 10% | 5 | 6% | 11 | 13% | 23 | 27% | 37 | 44% | 71% |
| 17. I understand what happened in court/the session. | 8 | 9% | 1 | 1% | 9 | 10% | 29 | 32% | 43 | 48% | 80% |
| 18. I was treated the same as everyone else. | 8 | 8% | 3 | 3% | 14 | 15% | 26 | 27% | 44 | 46% | 74% |
| 19. As I leave the court, I know what to do next in my case. | 4 | 4% | 4 | 4% | 6 | 7% | 35 | 38% | 43 | 47% | 85% |

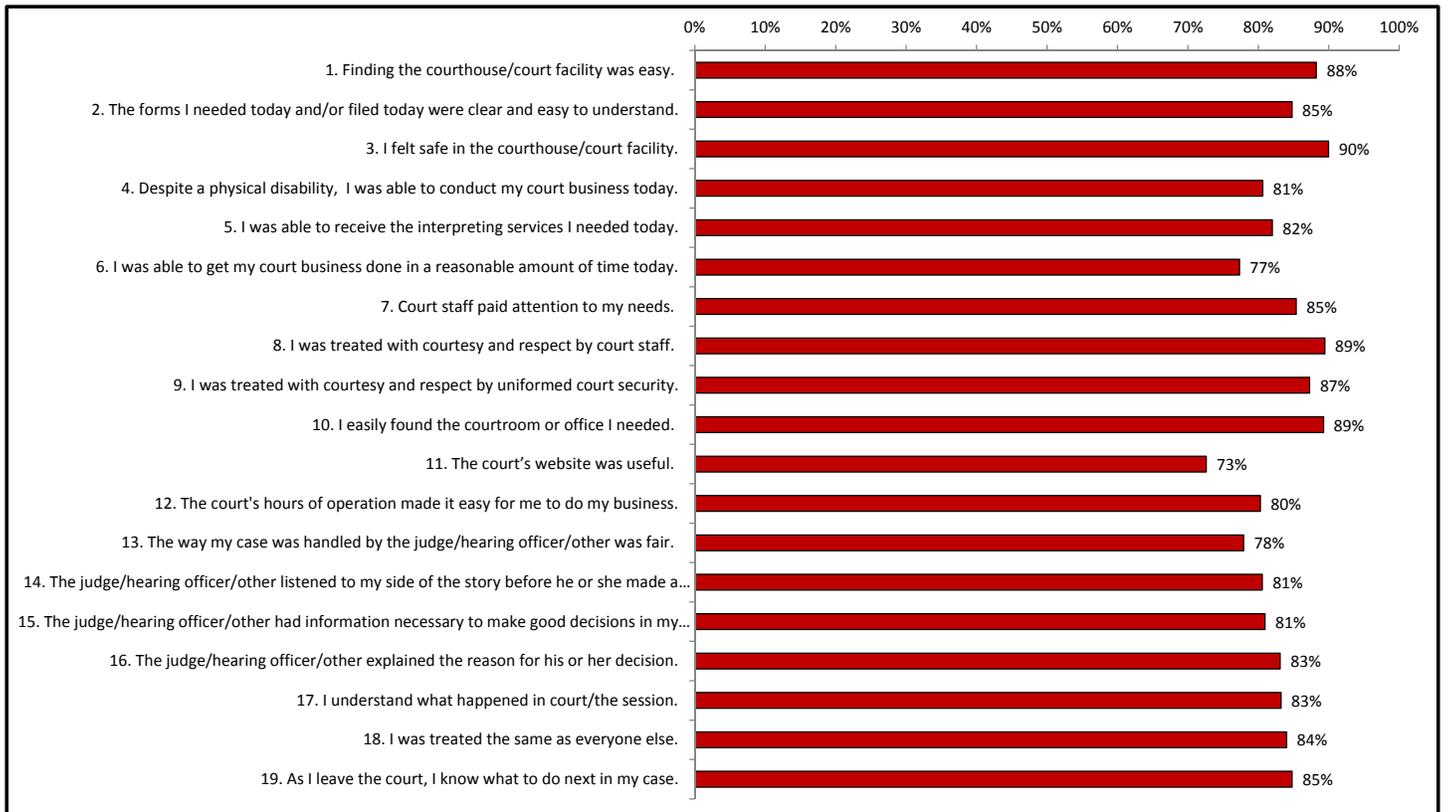
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 19 | 5% | 5 | 1% | 18 | 5% | 115 | 32% | 200 | 56% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 4% | 12 | 4% | 25 | 8% | 119 | 37% | 154 | 48% | 85% |
| 3. I felt safe in the courthouse/court facility. | 14 | 4% | 9 | 3% | 13 | 4% | 117 | 33% | 206 | 57% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 13 | 7% | 7 | 4% | 17 | 9% | 62 | 32% | 92 | 48% | 81% |
| 5. I was able to receive the interpreting services I needed today. | 13 | 7% | 6 | 3% | 17 | 9% | 67 | 34% | 97 | 49% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 29 | 8% | 21 | 6% | 28 | 8% | 107 | 31% | 159 | 46% | 77% |
| 7. Court staff paid attention to my needs. | 18 | 5% | 13 | 4% | 19 | 6% | 117 | 34% | 175 | 51% | 85% |
| 8. I was treated with courtesy and respect by court staff. | 23 | 6% | 8 | 2% | 7 | 2% | 122 | 34% | 200 | 56% | 89% |
| 9. I was treated with courtesy and respect by uniformed court security. | 19 | 5% | 8 | 2% | 18 | 5% | 118 | 33% | 191 | 54% | 87% |
| 10. I easily found the courtroom or office I needed. | 16 | 5% | 11 | 3% | 11 | 3% | 114 | 32% | 202 | 57% | 89% |
| 11. The court's website was useful. | 22 | 10% | 15 | 7% | 26 | 11% | 78 | 34% | 89 | 39% | 73% |
| 12. The court's hours of operation made it easy for me to do my business. | 20 | 6% | 24 | 7% | 23 | 7% | 106 | 31% | 167 | 49% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 18 | 12% | 10 | 6% | 6 | 4% | 48 | 31% | 72 | 47% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 13 | 9% | 6 | 4% | 9 | 6% | 37 | 26% | 79 | 55% | 81% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 13 | 9% | 6 | 4% | 9 | 6% | 48 | 33% | 71 | 48% | 81% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 10 | 7% | 6 | 4% | 8 | 6% | 41 | 29% | 77 | 54% | 83% |
| 17. I understand what happened in court/the session. | 7 | 5% | 7 | 5% | 12 | 8% | 50 | 32% | 79 | 51% | 83% |
| 18. I was treated the same as everyone else. | 11 | 7% | 6 | 4% | 10 | 6% | 45 | 27% | 97 | 57% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 9 | 5% | 3 | 2% | 14 | 8% | 49 | 29% | 96 | 56% | 85% |

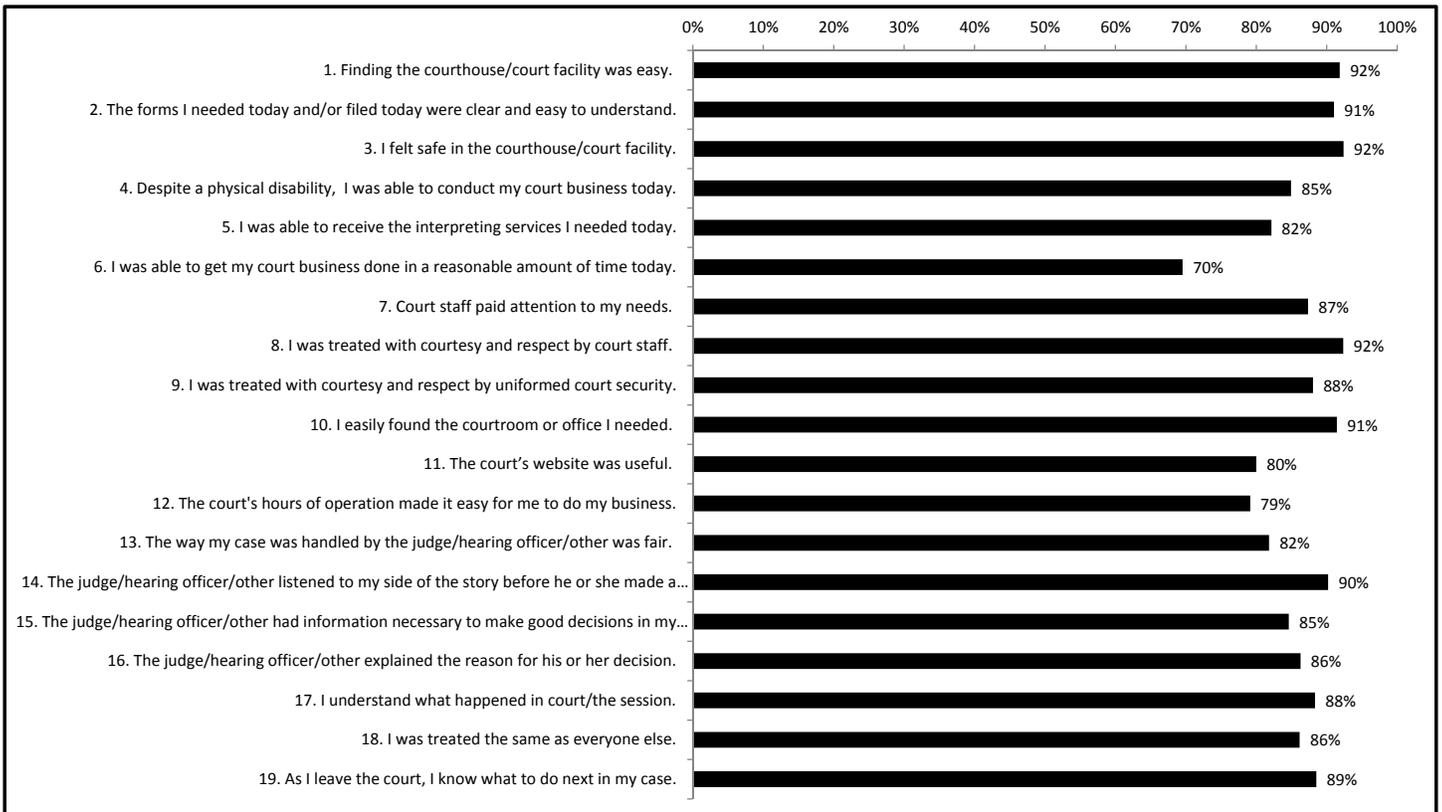
Percent That Agree or Strongly Agree



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. | 3 | 2% | 2 | 1% | 10 | 5% | 74 | 40% | 95 | 52% | 92% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 2% | 3 | 2% | 8 | 5% | 68 | 44% | 74 | 47% | 91% |
| 3. I felt safe in the courthouse/court facility. | 4 | 2% | 2 | 1% | 8 | 4% | 66 | 36% | 104 | 57% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 5 | 7% | 0 | 0% | 6 | 8% | 24 | 33% | 38 | 52% | 85% |
| 5. I was able to receive the interpreting services I needed today. | 7 | 8% | 1 | 1% | 7 | 8% | 25 | 30% | 44 | 52% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 10 | 7% | 7 | 5% | 29 | 19% | 41 | 27% | 64 | 42% | 70% |
| 7. Court staff paid attention to my needs. | 4 | 2% | 6 | 4% | 11 | 7% | 53 | 32% | 92 | 55% | 87% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 3% | 4 | 2% | 4 | 2% | 59 | 32% | 110 | 60% | 92% |
| 9. I was treated with courtesy and respect by uniformed court security. | 7 | 4% | 3 | 2% | 12 | 7% | 63 | 34% | 99 | 54% | 88% |
| 10. I easily found the courtroom or office I needed. | 6 | 3% | 6 | 3% | 4 | 2% | 62 | 33% | 109 | 58% | 91% |
| 11. The court's website was useful. | 5 | 4% | 8 | 7% | 11 | 9% | 50 | 42% | 46 | 38% | 80% |
| 12. The court's hours of operation made it easy for me to do my business. | 5 | 3% | 7 | 4% | 22 | 13% | 50 | 31% | 79 | 48% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 2 | 4% | 4 | 7% | 4 | 7% | 17 | 31% | 28 | 51% | 82% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 6% | 0 | 0% | 2 | 4% | 12 | 24% | 34 | 67% | 90% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 6% | 2 | 4% | 3 | 6% | 13 | 25% | 31 | 60% | 85% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 3 | 6% | 0 | 0% | 4 | 8% | 14 | 27% | 30 | 59% | 86% |
| 17. I understand what happened in court/the session. | 2 | 3% | 0 | 0% | 5 | 8% | 20 | 33% | 33 | 55% | 88% |
| 18. I was treated the same as everyone else. | 3 | 5% | 0 | 0% | 6 | 9% | 15 | 23% | 41 | 63% | 86% |
| 19. As I leave the court, I know what to do next in my case. | 2 | 3% | 2 | 3% | 3 | 5% | 16 | 26% | 38 | 62% | 89% |

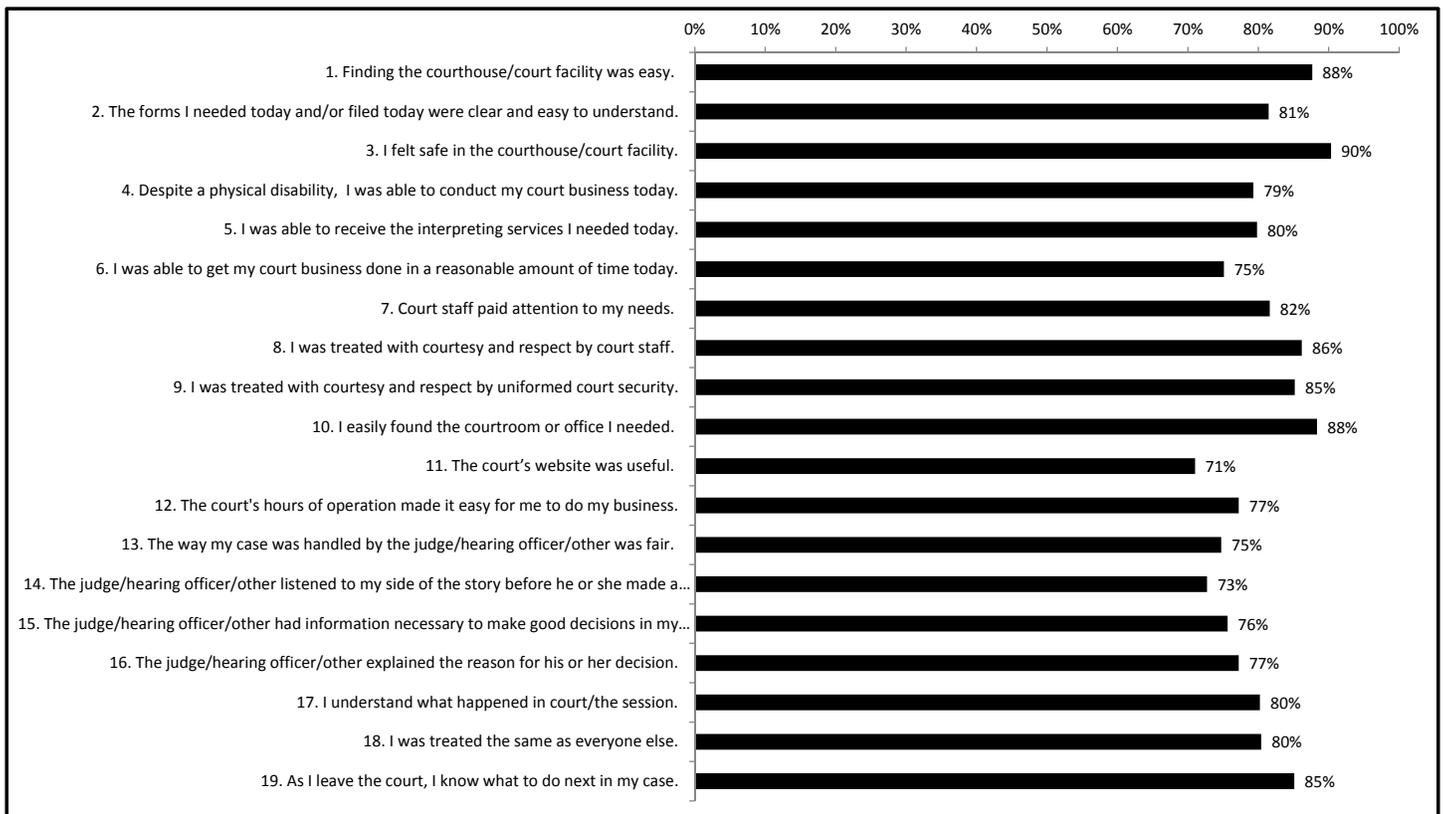
Percent That Agree or Strongly Agree



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. | 12 | 5% | 6 | 2% | 12 | 5% | 70 | 29% | 143 | 59% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 3% | 9 | 4% | 24 | 11% | 71 | 33% | 105 | 49% | 81% |
| 3. I felt safe in the courthouse/court facility. | 13 | 5% | 4 | 2% | 7 | 3% | 82 | 33% | 142 | 57% | 90% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 8 | 7% | 4 | 3% | 12 | 10% | 36 | 31% | 56 | 48% | 79% |
| 5. I was able to receive the interpreting services I needed today. | 7 | 6% | 5 | 4% | 11 | 10% | 42 | 37% | 49 | 43% | 80% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 16 | 7% | 14 | 6% | 24 | 11% | 65 | 30% | 98 | 45% | 75% |
| 7. Court staff paid attention to my needs. | 15 | 6% | 5 | 2% | 23 | 10% | 73 | 31% | 118 | 50% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 17 | 7% | 7 | 3% | 10 | 4% | 72 | 29% | 140 | 57% | 86% |
| 9. I was treated with courtesy and respect by uniformed court security. | 17 | 7% | 7 | 3% | 12 | 5% | 77 | 32% | 130 | 53% | 85% |
| 10. I easily found the courtroom or office I needed. | 10 | 4% | 7 | 3% | 11 | 5% | 77 | 32% | 135 | 56% | 88% |
| 11. The court's website was useful. | 14 | 10% | 10 | 7% | 18 | 12% | 46 | 32% | 57 | 39% | 71% |
| 12. The court's hours of operation made it easy for me to do my business. | 13 | 6% | 19 | 8% | 19 | 8% | 69 | 31% | 104 | 46% | 77% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 8 | 9% | 7 | 8% | 8 | 9% | 31 | 34% | 37 | 41% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 9 | 12% | 4 | 5% | 8 | 10% | 24 | 31% | 32 | 42% | 73% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 7 | 9% | 3 | 4% | 9 | 12% | 26 | 33% | 33 | 42% | 76% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 6% | 5 | 6% | 8 | 10% | 21 | 27% | 40 | 51% | 77% |
| 17. I understand what happened in court/the session. | 5 | 6% | 4 | 5% | 8 | 9% | 27 | 31% | 42 | 49% | 80% |
| 18. I was treated the same as everyone else. | 5 | 5% | 5 | 5% | 9 | 9% | 27 | 28% | 51 | 53% | 80% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 3% | 4 | 4% | 7 | 7% | 31 | 33% | 49 | 52% | 85% |

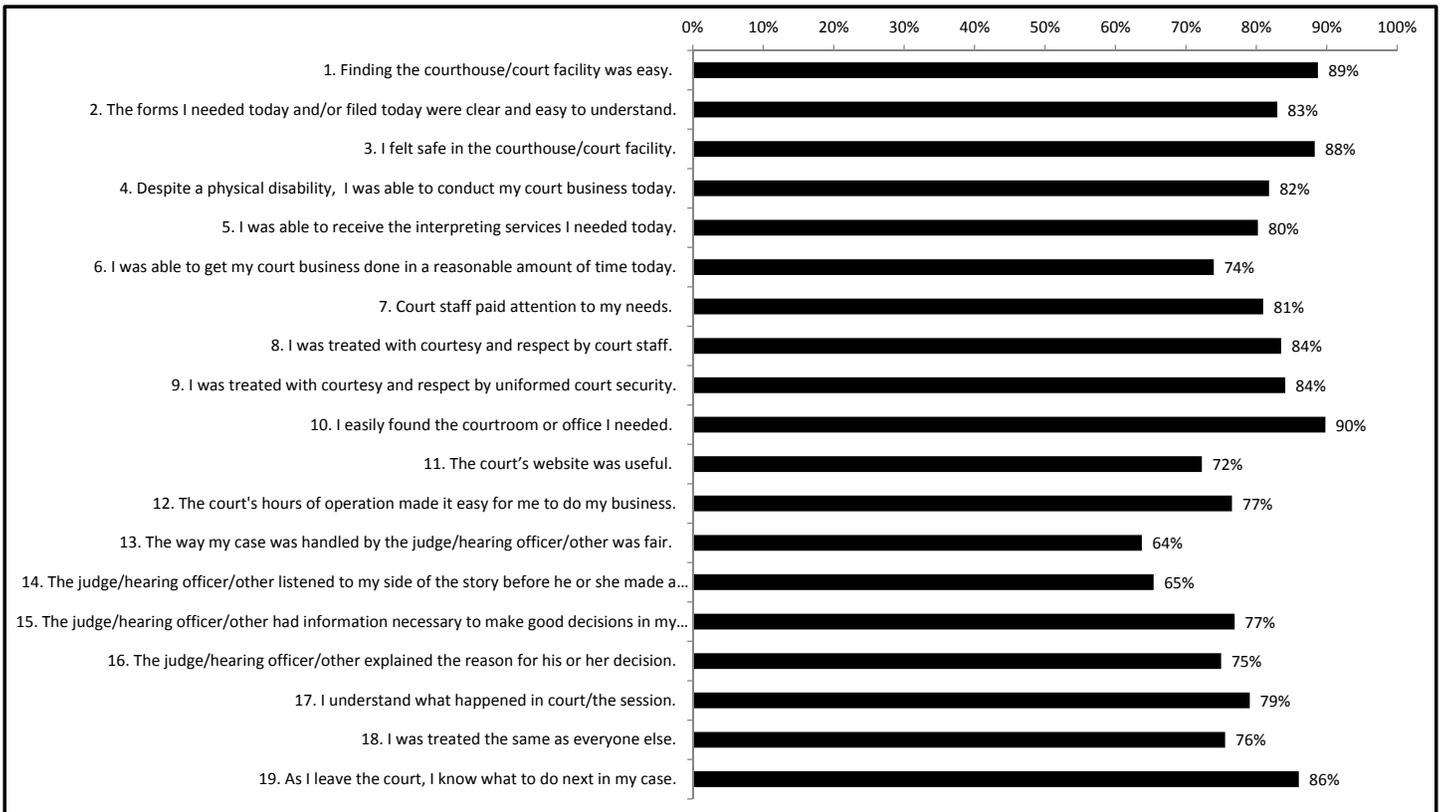
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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. | 13 | 8% | 2 | 1% | 4 | 2% | 60 | 36% | 90 | 53% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 13 | 9% | 5 | 4% | 6 | 4% | 47 | 33% | 70 | 50% | 83% |
| 3. I felt safe in the courthouse/court facility. | 13 | 8% | 5 | 3% | 2 | 1% | 50 | 29% | 101 | 59% | 88% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 7 | 8% | 1 | 1% | 8 | 9% | 28 | 32% | 44 | 50% | 82% |
| 5. I was able to receive the interpreting services I needed today. | 9 | 10% | 2 | 2% | 6 | 7% | 29 | 34% | 40 | 47% | 80% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 23 | 14% | 12 | 7% | 9 | 5% | 47 | 28% | 78 | 46% | 74% |
| 7. Court staff paid attention to my needs. | 14 | 9% | 6 | 4% | 11 | 7% | 52 | 32% | 80 | 49% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 17 | 10% | 4 | 2% | 7 | 4% | 45 | 26% | 97 | 57% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 17 | 10% | 4 | 2% | 6 | 4% | 47 | 28% | 96 | 56% | 84% |
| 10. I easily found the courtroom or office I needed. | 10 | 6% | 3 | 2% | 4 | 2% | 58 | 35% | 92 | 55% | 90% |
| 11. The court's website was useful. | 12 | 12% | 6 | 6% | 10 | 10% | 36 | 36% | 37 | 37% | 72% |
| 12. The court's hours of operation made it easy for me to do my business. | 16 | 10% | 10 | 6% | 12 | 7% | 49 | 30% | 75 | 46% | 77% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 16 | 20% | 6 | 8% | 7 | 9% | 16 | 20% | 35 | 44% | 64% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 10 | 12% | 7 | 9% | 11 | 14% | 20 | 25% | 33 | 41% | 65% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 9 | 12% | 4 | 5% | 5 | 6% | 28 | 36% | 32 | 41% | 77% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 11 | 14% | 4 | 5% | 5 | 6% | 23 | 29% | 37 | 46% | 75% |
| 17. I understand what happened in court/the session. | 10 | 12% | 4 | 5% | 4 | 5% | 24 | 28% | 44 | 51% | 79% |
| 18. I was treated the same as everyone else. | 13 | 15% | 1 | 1% | 7 | 8% | 22 | 26% | 43 | 50% | 76% |
| 19. As I leave the court, I know what to do next in my case. | 7 | 8% | 1 | 1% | 4 | 5% | 26 | 30% | 48 | 56% | 86% |

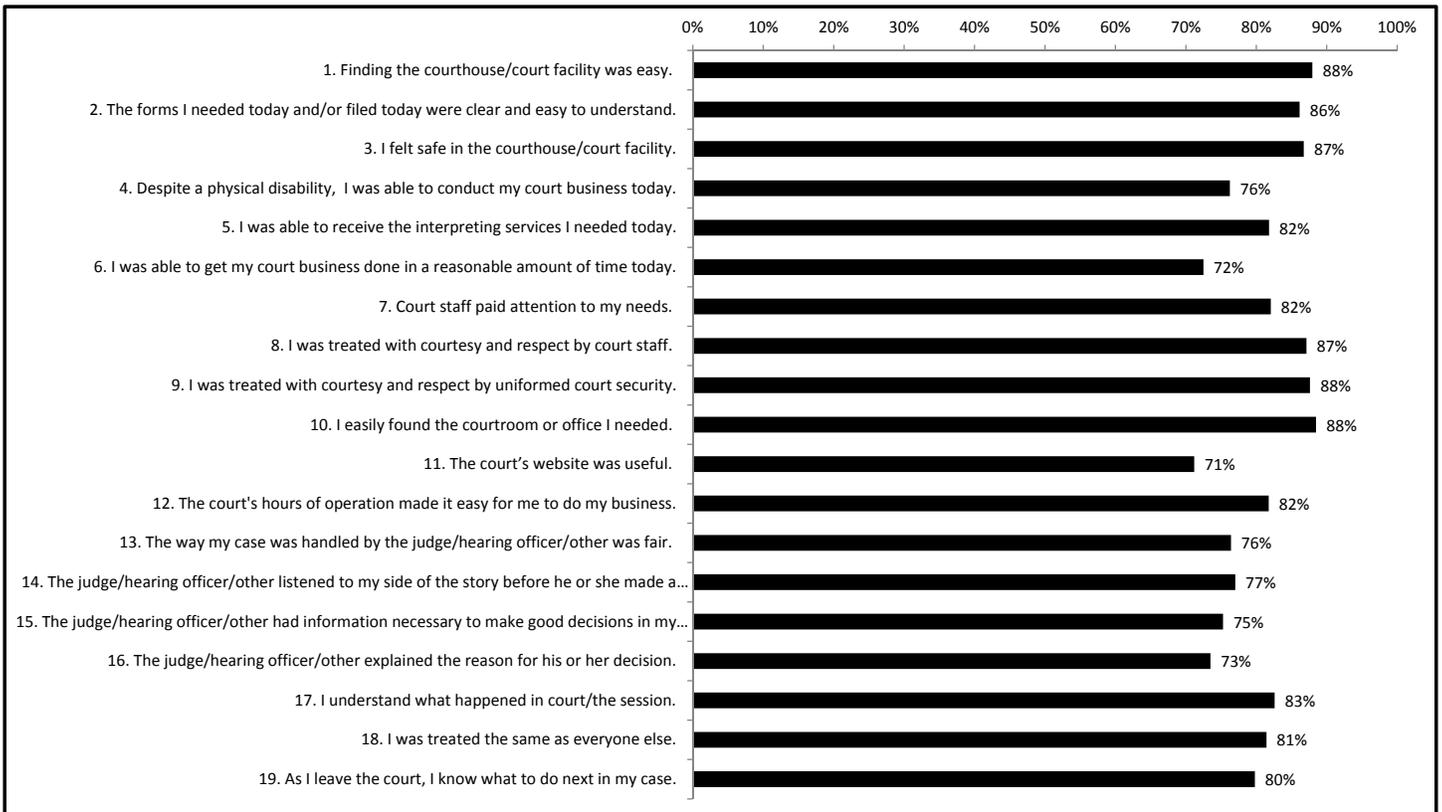
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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. | 14 | 7% | 4 | 2% | 5 | 3% | 68 | 36% | 100 | 52% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 10 | 6% | 5 | 3% | 8 | 5% | 67 | 40% | 76 | 46% | 86% |
| 3. I felt safe in the courthouse/court facility. | 12 | 6% | 4 | 2% | 10 | 5% | 61 | 31% | 109 | 56% | 87% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 5 | 6% | 6 | 8% | 8 | 10% | 26 | 33% | 35 | 44% | 76% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 3% | 3 | 3% | 10 | 11% | 26 | 30% | 46 | 52% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 19 | 10% | 12 | 6% | 21 | 11% | 55 | 29% | 82 | 43% | 72% |
| 7. Court staff paid attention to my needs. | 12 | 6% | 10 | 5% | 13 | 7% | 63 | 32% | 97 | 50% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 15 | 8% | 5 | 3% | 5 | 3% | 63 | 32% | 106 | 55% | 87% |
| 9. I was treated with courtesy and respect by uniformed court security. | 10 | 5% | 5 | 3% | 9 | 5% | 61 | 31% | 109 | 56% | 88% |
| 10. I easily found the courtroom or office I needed. | 11 | 6% | 3 | 2% | 8 | 4% | 67 | 35% | 102 | 53% | 88% |
| 11. The court's website was useful. | 7 | 6% | 5 | 4% | 22 | 19% | 42 | 36% | 42 | 36% | 71% |
| 12. The court's hours of operation made it easy for me to do my business. | 14 | 8% | 11 | 6% | 8 | 4% | 65 | 36% | 83 | 46% | 82% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 14 | 16% | 4 | 4% | 3 | 3% | 27 | 30% | 41 | 46% | 76% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 11 | 13% | 3 | 3% | 6 | 7% | 23 | 26% | 44 | 51% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 10 | 11% | 5 | 6% | 7 | 8% | 25 | 28% | 42 | 47% | 75% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 9 | 11% | 5 | 6% | 8 | 10% | 23 | 28% | 38 | 46% | 73% |
| 17. I understand what happened in court/the session. | 9 | 10% | 0 | 0% | 7 | 8% | 28 | 30% | 48 | 52% | 83% |
| 18. I was treated the same as everyone else. | 9 | 9% | 4 | 4% | 5 | 5% | 25 | 26% | 54 | 56% | 81% |
| 19. As I leave the court, I know what to do next in my case. | 7 | 7% | 2 | 2% | 10 | 11% | 28 | 30% | 47 | 50% | 80% |

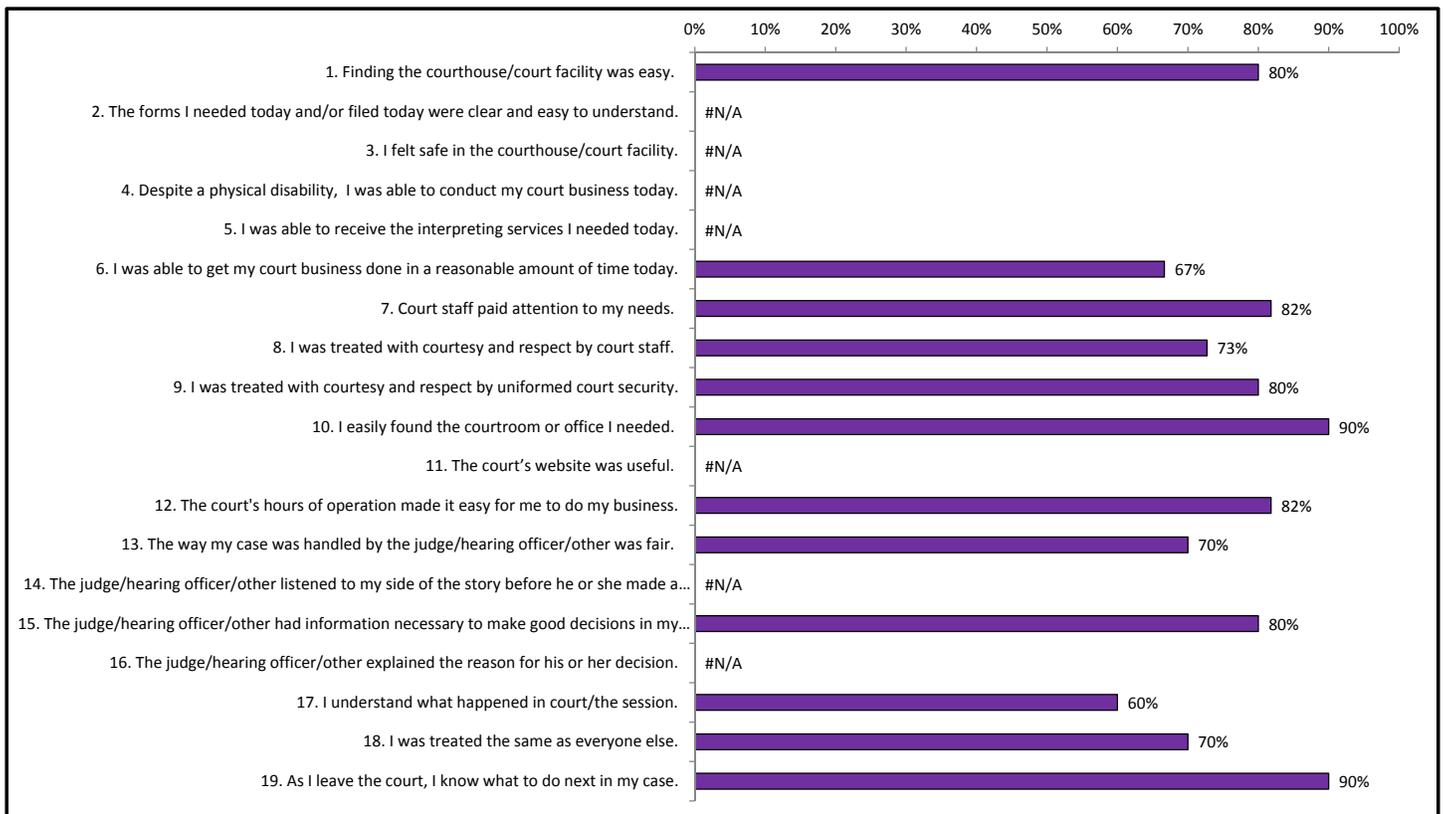
Percent That Agree or Strongly Agree



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% | 1 | 10% | 1 | 10% | 3 | 30% | 5 | 50% | 80% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 3. I felt safe in the courthouse/court facility. | #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. | 2 | 17% | 0 | 0% | 2 | 17% | 4 | 33% | 4 | 33% | 67% |
| 7. Court staff paid attention to my needs. | 0 | 0% | 2 | 18% | 0 | 0% | 5 | 45% | 4 | 36% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 1 | 9% | 0 | 0% | 2 | 18% | 4 | 36% | 4 | 36% | 73% |
| 9. I was treated with courtesy and respect by uniformed court security. | 0 | 0% | 1 | 10% | 1 | 10% | 5 | 50% | 3 | 30% | 80% |
| 10. I easily found the courtroom or office I needed. | 0 | 0% | 1 | 10% | 0 | 0% | 6 | 60% | 3 | 30% | 90% |
| 11. The court's website was useful. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 12. The court's hours of operation made it easy for me to do my business. | 0 | 0% | 2 | 18% | 0 | 0% | 5 | 45% | 4 | 36% | 82% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 2 | 20% | 0 | 0% | 1 | 10% | 5 | 50% | 2 | 20% | 70% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 0 | 0% | 1 | 10% | 1 | 10% | 5 | 50% | 3 | 30% | 80% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | 1 | 10% | 1 | 10% | 2 | 20% | 4 | 40% | 2 | 20% | 60% |
| 18. I was treated the same as everyone else. | 1 | 10% | 0 | 0% | 2 | 20% | 5 | 50% | 2 | 20% | 70% |
| 19. As I leave the court, I know what to do next in my case. | 0 | 0% | 0 | 0% | 1 | 10% | 6 | 60% | 3 | 30% | 90% |

Percent That Agree or Strongly Agree



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

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

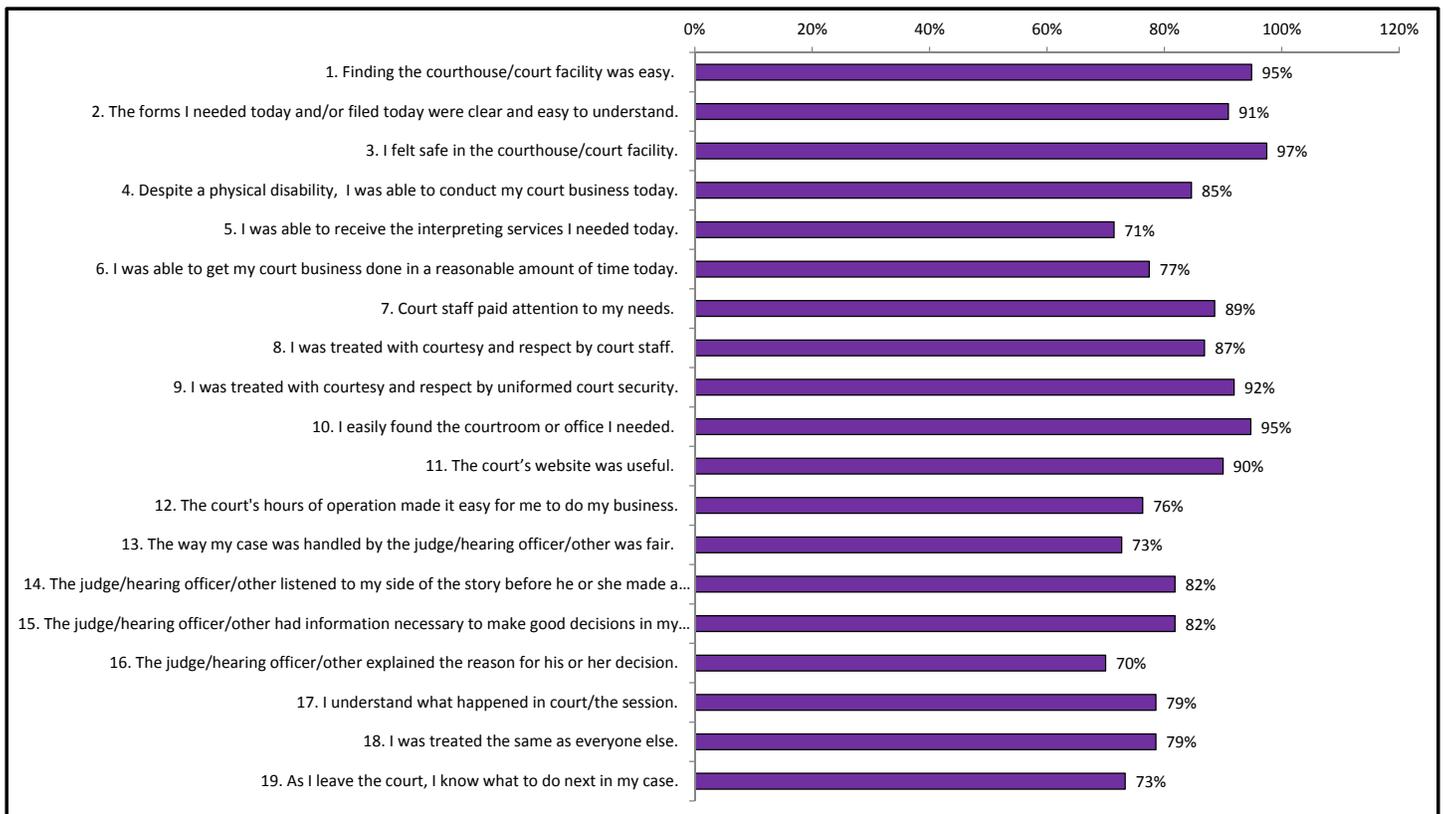
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 2 | 5% | 0 | 0% | 0 | 0% | 9 | 23% | 28 | 72% | 95% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 1 | 3% | 0 | 0% | 2 | 6% | 8 | 24% | 22 | 67% | 91% |
| 3. I felt safe in the courthouse/court facility. | 1 | 3% | 0 | 0% | 0 | 0% | 12 | 31% | 26 | 67% | 97% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 8% | 0 | 0% | 1 | 8% | 2 | 15% | 9 | 69% | 85% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 14% | 1 | 7% | 1 | 7% | 3 | 21% | 7 | 50% | 71% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 2 | 6% | 3 | 10% | 2 | 6% | 7 | 23% | 17 | 55% | 77% |
| 7. Court staff paid attention to my needs. | 2 | 6% | 0 | 0% | 2 | 6% | 11 | 31% | 20 | 57% | 89% |
| 8. I was treated with courtesy and respect by court staff. | 3 | 8% | 1 | 3% | 1 | 3% | 7 | 18% | 26 | 68% | 87% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 8% | 0 | 0% | 0 | 0% | 12 | 32% | 22 | 59% | 92% |
| 10. I easily found the courtroom or office I needed. | 1 | 3% | 0 | 0% | 1 | 3% | 12 | 32% | 24 | 63% | 95% |
| 11. The court's website was useful. | 1 | 3% | 1 | 3% | 1 | 3% | 13 | 43% | 14 | 47% | 90% |
| 12. The court's hours of operation made it easy for me to do my business. | 2 | 5% | 2 | 5% | 5 | 13% | 7 | 18% | 22 | 58% | 76% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 3 | 27% | 0 | 0% | 0 | 0% | 1 | 9% | 7 | 64% | 73% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 1 | 9% | 1 | 9% | 0 | 0% | 1 | 9% | 8 | 73% | 82% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 1 | 9% | 1 | 9% | 0 | 0% | 1 | 9% | 8 | 73% | 82% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 1 | 10% | 0 | 0% | 2 | 20% | 0 | 0% | 7 | 70% | 70% |
| 17. I understand what happened in court/the session. | 1 | 7% | 0 | 0% | 2 | 14% | 4 | 29% | 7 | 50% | 79% |
| 18. I was treated the same as everyone else. | 1 | 7% | 0 | 0% | 2 | 14% | 1 | 7% | 10 | 71% | 79% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 7% | 1 | 7% | 2 | 13% | 1 | 7% | 10 | 67% | 73% |

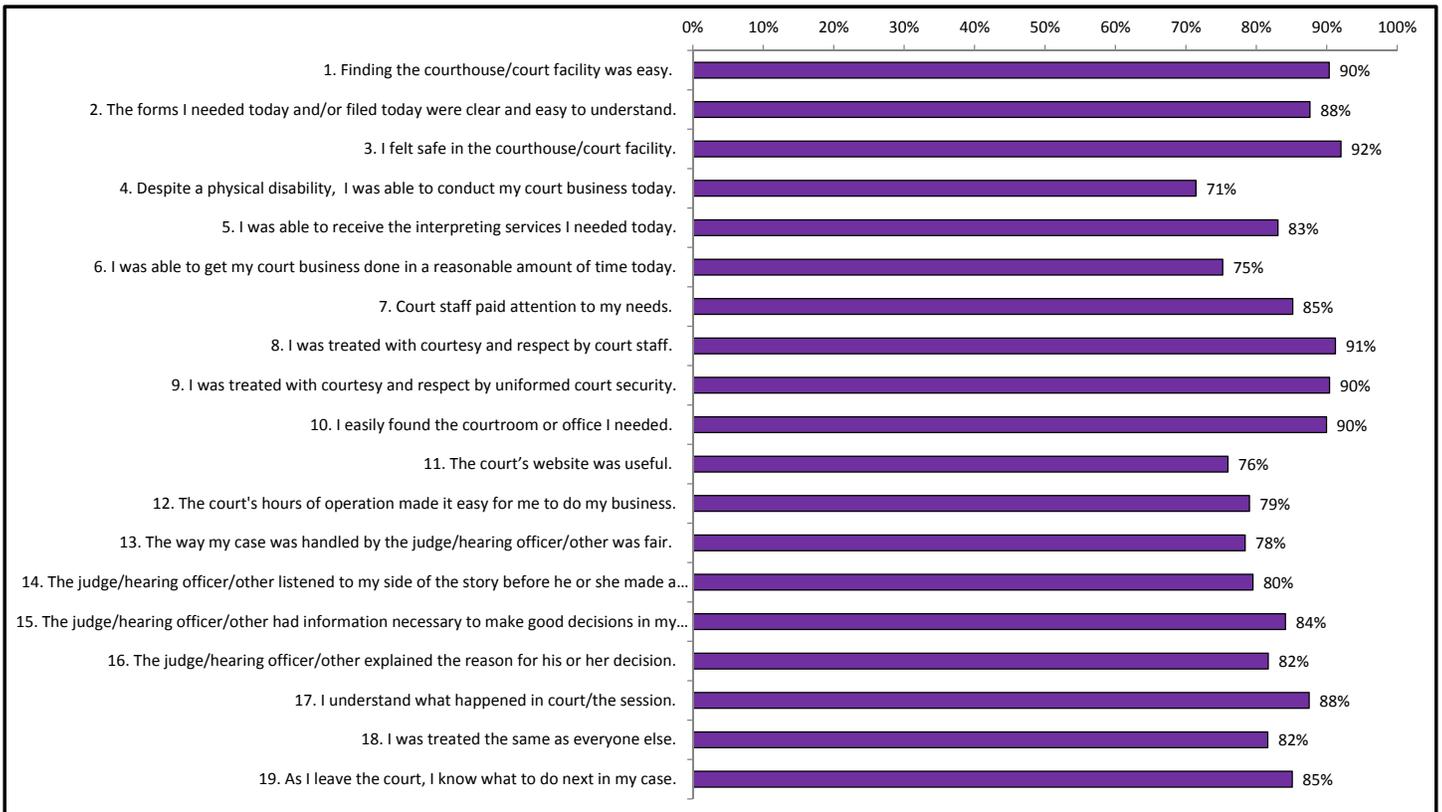
Percent That Agree or Strongly Agree



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. | 10 | 4% | 3 | 1% | 11 | 4% | 78 | 31% | 147 | 59% | 90% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 7 | 4% | 6 | 3% | 11 | 6% | 67 | 35% | 103 | 53% | 88% |
| 3. I felt safe in the courthouse/court facility. | 11 | 4% | 4 | 2% | 5 | 2% | 65 | 26% | 166 | 66% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 5 | 8% | 2 | 3% | 11 | 17% | 16 | 25% | 29 | 46% | 71% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 5% | 1 | 2% | 7 | 11% | 15 | 23% | 39 | 60% | 83% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 17 | 8% | 8 | 4% | 27 | 13% | 57 | 27% | 101 | 48% | 75% |
| 7. Court staff paid attention to my needs. | 9 | 4% | 7 | 3% | 19 | 8% | 61 | 26% | 140 | 59% | 85% |
| 8. I was treated with courtesy and respect by court staff. | 11 | 4% | 4 | 2% | 7 | 3% | 60 | 24% | 169 | 67% | 91% |
| 9. I was treated with courtesy and respect by uniformed court security. | 11 | 4% | 5 | 2% | 8 | 3% | 63 | 25% | 163 | 65% | 90% |
| 10. I easily found the courtroom or office I needed. | 9 | 4% | 8 | 3% | 8 | 3% | 70 | 28% | 154 | 62% | 90% |
| 11. The court's website was useful. | 7 | 5% | 7 | 5% | 17 | 13% | 54 | 42% | 44 | 34% | 76% |
| 12. The court's hours of operation made it easy for me to do my business. | 9 | 4% | 12 | 6% | 22 | 11% | 64 | 31% | 98 | 48% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 10 | 11% | 4 | 5% | 5 | 6% | 21 | 24% | 48 | 55% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 10 | 12% | 0 | 0% | 7 | 8% | 21 | 25% | 45 | 54% | 80% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 8 | 10% | 2 | 2% | 3 | 4% | 27 | 33% | 42 | 51% | 84% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 8 | 10% | 2 | 2% | 5 | 6% | 24 | 29% | 43 | 52% | 82% |
| 17. I understand what happened in court/the session. | 8 | 8% | 2 | 2% | 2 | 2% | 24 | 25% | 60 | 63% | 88% |
| 18. I was treated the same as everyone else. | 8 | 8% | 4 | 4% | 6 | 6% | 21 | 21% | 59 | 60% | 82% |
| 19. As I leave the court, I know what to do next in my case. | 6 | 6% | 4 | 4% | 4 | 4% | 23 | 24% | 57 | 61% | 85% |

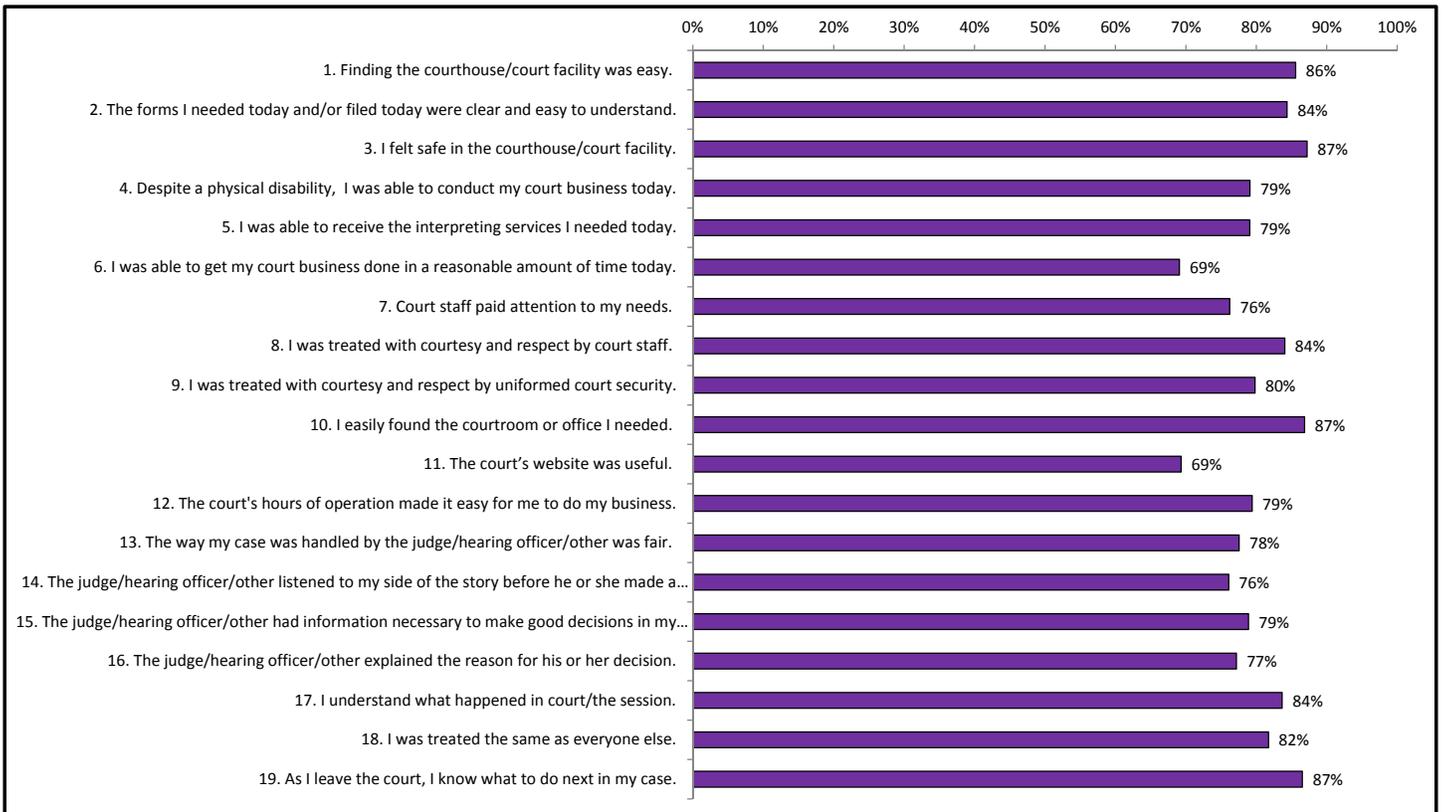
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Hudson 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. | 16 | 7% | 4 | 2% | 11 | 5% | 74 | 34% | 110 | 51% | 86% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 6% | 7 | 4% | 11 | 6% | 77 | 40% | 85 | 44% | 84% |
| 3. I felt safe in the courthouse/court facility. | 17 | 8% | 3 | 1% | 8 | 4% | 74 | 34% | 117 | 53% | 87% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 13 | 10% | 4 | 3% | 11 | 8% | 43 | 32% | 63 | 47% | 79% |
| 5. I was able to receive the interpreting services I needed today. | 13 | 10% | 6 | 5% | 8 | 6% | 45 | 35% | 57 | 44% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 24 | 12% | 19 | 9% | 21 | 10% | 59 | 29% | 84 | 41% | 69% |
| 7. Court staff paid attention to my needs. | 20 | 10% | 8 | 4% | 20 | 10% | 62 | 31% | 92 | 46% | 76% |
| 8. I was treated with courtesy and respect by court staff. | 19 | 9% | 7 | 3% | 8 | 4% | 68 | 32% | 111 | 52% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 20 | 9% | 7 | 3% | 16 | 8% | 67 | 31% | 103 | 48% | 80% |
| 10. I easily found the courtroom or office I needed. | 15 | 7% | 4 | 2% | 9 | 4% | 77 | 36% | 108 | 51% | 87% |
| 11. The court's website was useful. | 12 | 9% | 10 | 7% | 20 | 15% | 47 | 34% | 48 | 35% | 69% |
| 12. The court's hours of operation made it easy for me to do my business. | 15 | 7% | 11 | 5% | 16 | 8% | 71 | 35% | 91 | 45% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 10 | 10% | 7 | 7% | 5 | 5% | 39 | 40% | 37 | 38% | 78% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 8 | 9% | 5 | 5% | 9 | 10% | 32 | 35% | 38 | 41% | 76% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 8 | 9% | 4 | 4% | 7 | 8% | 31 | 34% | 40 | 44% | 79% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 8 | 9% | 6 | 7% | 7 | 8% | 29 | 32% | 42 | 46% | 77% |
| 17. I understand what happened in court/the session. | 8 | 8% | 2 | 2% | 6 | 6% | 35 | 36% | 47 | 48% | 84% |
| 18. I was treated the same as everyone else. | 8 | 8% | 2 | 2% | 9 | 9% | 32 | 31% | 53 | 51% | 82% |
| 19. As I leave the court, I know what to do next in my case. | 7 | 7% | 2 | 2% | 5 | 5% | 40 | 38% | 50 | 48% | 87% |

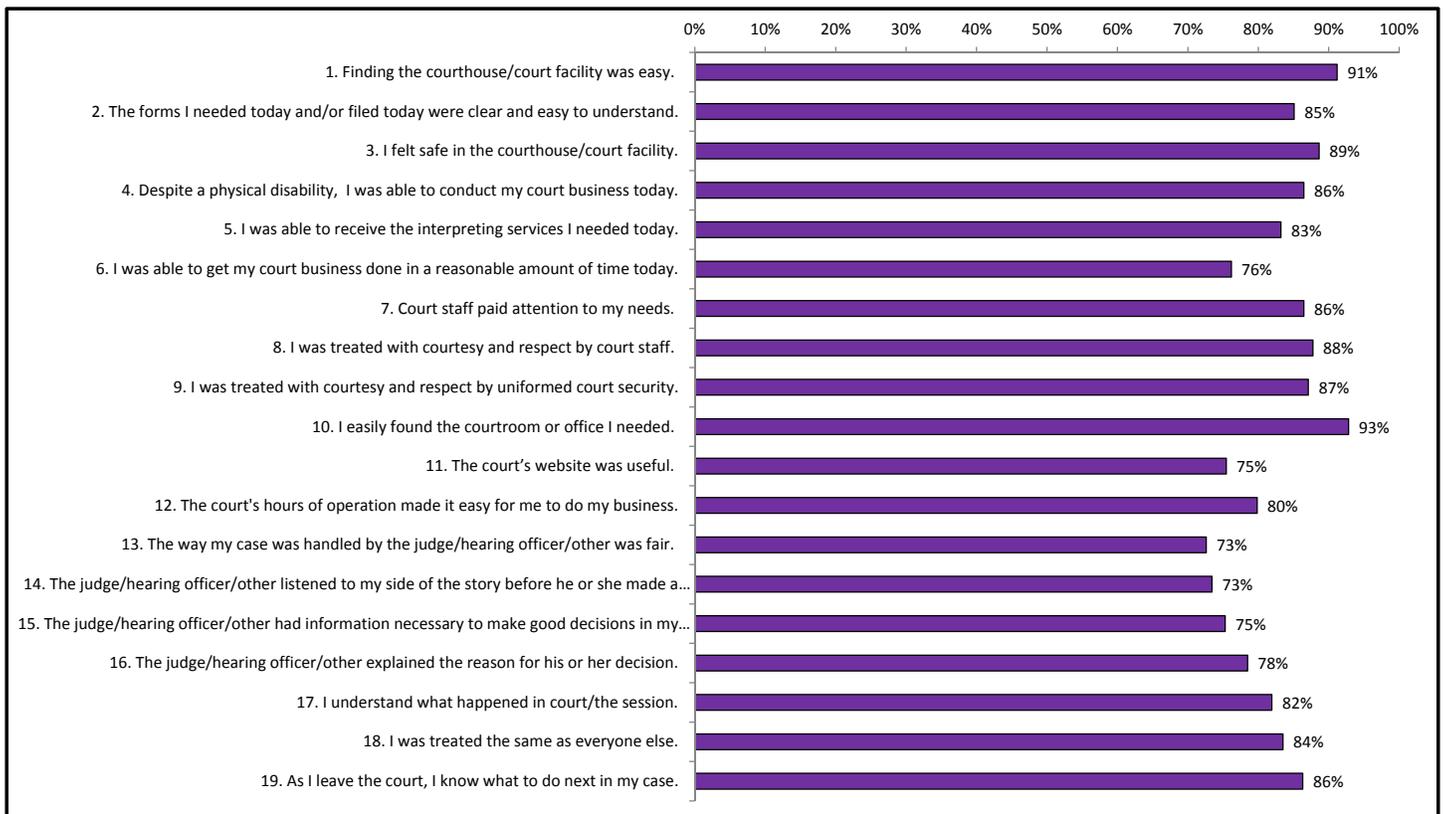
Percent That Agree or Strongly Agree



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. | 12 | 5% | 3 | 1% | 7 | 3% | 93 | 37% | 135 | 54% | 91% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 10 | 4% | 6 | 3% | 18 | 8% | 86 | 38% | 108 | 47% | 85% |
| 3. I felt safe in the courthouse/court facility. | 12 | 5% | 5 | 2% | 12 | 5% | 86 | 34% | 140 | 55% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 6 | 5% | 4 | 3% | 8 | 6% | 46 | 35% | 69 | 52% | 86% |
| 5. I was able to receive the interpreting services I needed today. | 7 | 5% | 3 | 2% | 14 | 10% | 49 | 34% | 70 | 49% | 83% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 20 | 9% | 11 | 5% | 25 | 11% | 68 | 29% | 111 | 47% | 76% |
| 7. Court staff paid attention to my needs. | 16 | 7% | 6 | 2% | 11 | 5% | 88 | 36% | 123 | 50% | 86% |
| 8. I was treated with courtesy and respect by court staff. | 19 | 8% | 5 | 2% | 7 | 3% | 81 | 32% | 141 | 56% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 18 | 7% | 3 | 1% | 12 | 5% | 87 | 34% | 136 | 53% | 87% |
| 10. I easily found the courtroom or office I needed. | 10 | 4% | 4 | 2% | 4 | 2% | 91 | 36% | 142 | 57% | 93% |
| 11. The court's website was useful. | 16 | 10% | 8 | 5% | 17 | 10% | 52 | 31% | 74 | 44% | 75% |
| 12. The court's hours of operation made it easy for me to do my business. | 17 | 7% | 14 | 6% | 18 | 7% | 76 | 31% | 118 | 49% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 11 | 13% | 5 | 6% | 7 | 8% | 22 | 26% | 39 | 46% | 73% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 9 | 11% | 5 | 6% | 7 | 9% | 16 | 20% | 42 | 53% | 73% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 8 | 10% | 5 | 6% | 7 | 9% | 22 | 27% | 39 | 48% | 75% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 6 | 8% | 4 | 5% | 7 | 9% | 17 | 22% | 45 | 57% | 78% |
| 17. I understand what happened in court/the session. | 5 | 6% | 3 | 4% | 7 | 8% | 24 | 29% | 44 | 53% | 82% |
| 18. I was treated the same as everyone else. | 9 | 9% | 2 | 2% | 5 | 5% | 24 | 25% | 57 | 59% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 5 | 5% | 1 | 1% | 7 | 7% | 25 | 26% | 57 | 60% | 86% |

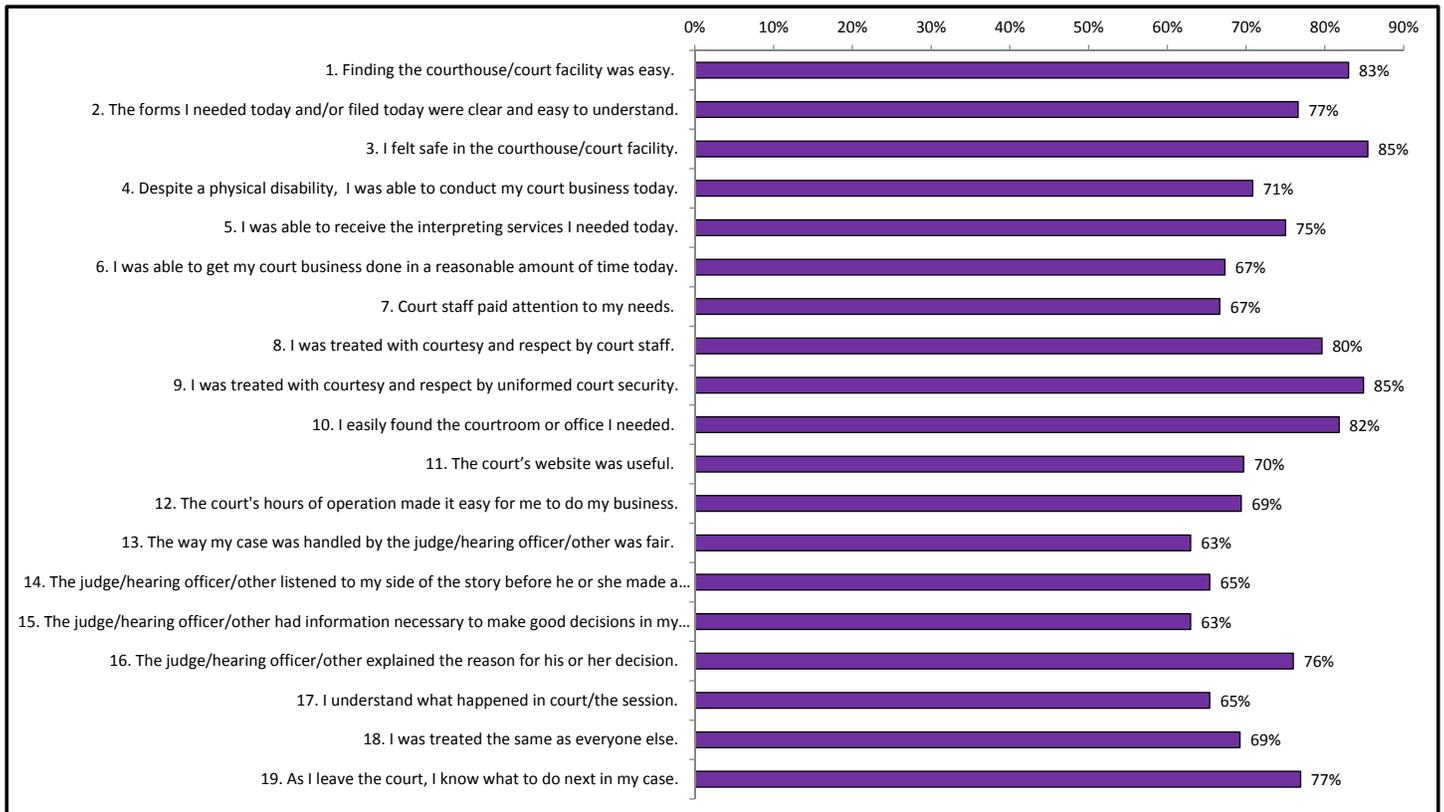
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 8% | 4 | 8% | 1 | 2% | 21 | 40% | 23 | 43% | 83% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 5 | 11% | 2 | 4% | 4 | 9% | 17 | 36% | 19 | 40% | 77% |
| 3. I felt safe in the courthouse/court facility. | 4 | 7% | 3 | 5% | 1 | 2% | 21 | 38% | 26 | 47% | 85% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 2 | 8% | 2 | 8% | 3 | 13% | 6 | 25% | 11 | 46% | 71% |
| 5. I was able to receive the interpreting services I needed today. | 3 | 11% | 1 | 4% | 3 | 11% | 10 | 36% | 11 | 39% | 75% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 7 | 13% | 5 | 10% | 5 | 10% | 14 | 27% | 21 | 40% | 67% |
| 7. Court staff paid attention to my needs. | 4 | 8% | 5 | 10% | 8 | 16% | 13 | 25% | 21 | 41% | 67% |
| 8. I was treated with courtesy and respect by court staff. | 7 | 13% | 3 | 6% | 1 | 2% | 19 | 35% | 24 | 44% | 80% |
| 9. I was treated with courtesy and respect by uniformed court security. | 3 | 6% | 3 | 6% | 2 | 4% | 20 | 38% | 25 | 47% | 85% |
| 10. I easily found the courtroom or office I needed. | 4 | 7% | 2 | 4% | 4 | 7% | 16 | 29% | 29 | 53% | 82% |
| 11. The court's website was useful. | 4 | 12% | 3 | 9% | 3 | 9% | 13 | 39% | 10 | 30% | 70% |
| 12. The court's hours of operation made it easy for me to do my business. | 7 | 14% | 5 | 10% | 3 | 6% | 12 | 24% | 22 | 45% | 69% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 4 | 15% | 2 | 7% | 4 | 15% | 6 | 22% | 11 | 41% | 63% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 5 | 19% | 1 | 4% | 3 | 12% | 6 | 23% | 11 | 42% | 65% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 15% | 1 | 4% | 5 | 19% | 7 | 26% | 10 | 37% | 63% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 4 | 16% | 1 | 4% | 1 | 4% | 9 | 36% | 10 | 40% | 76% |
| 17. I understand what happened in court/the session. | 4 | 15% | 1 | 4% | 4 | 15% | 7 | 27% | 10 | 38% | 65% |
| 18. I was treated the same as everyone else. | 4 | 15% | 2 | 8% | 2 | 8% | 7 | 27% | 11 | 42% | 69% |
| 19. As I leave the court, I know what to do next in my case. | 2 | 8% | 1 | 4% | 3 | 12% | 8 | 31% | 12 | 46% | 77% |

Percent That Agree or Strongly Agree

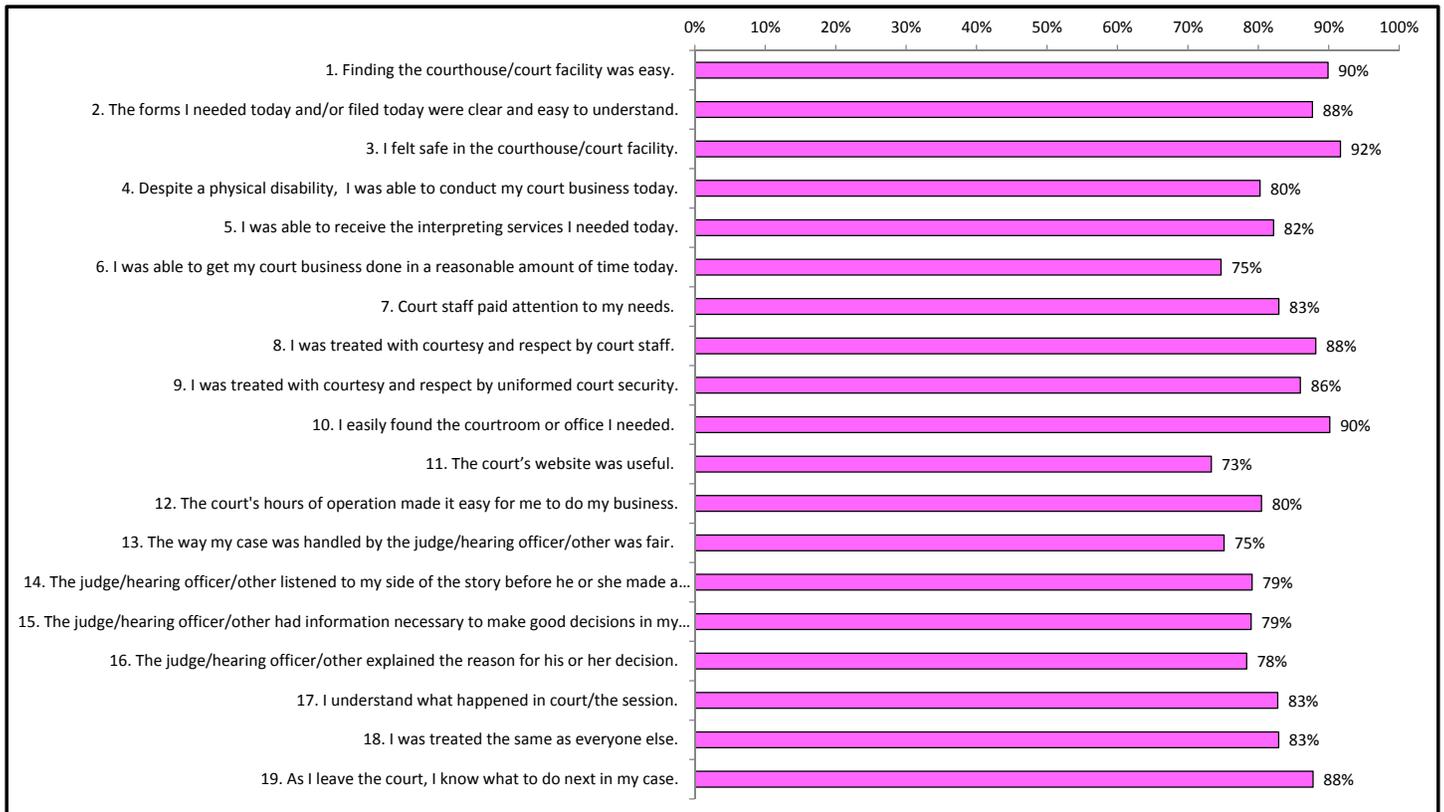


Hudson County

What is your gender: male

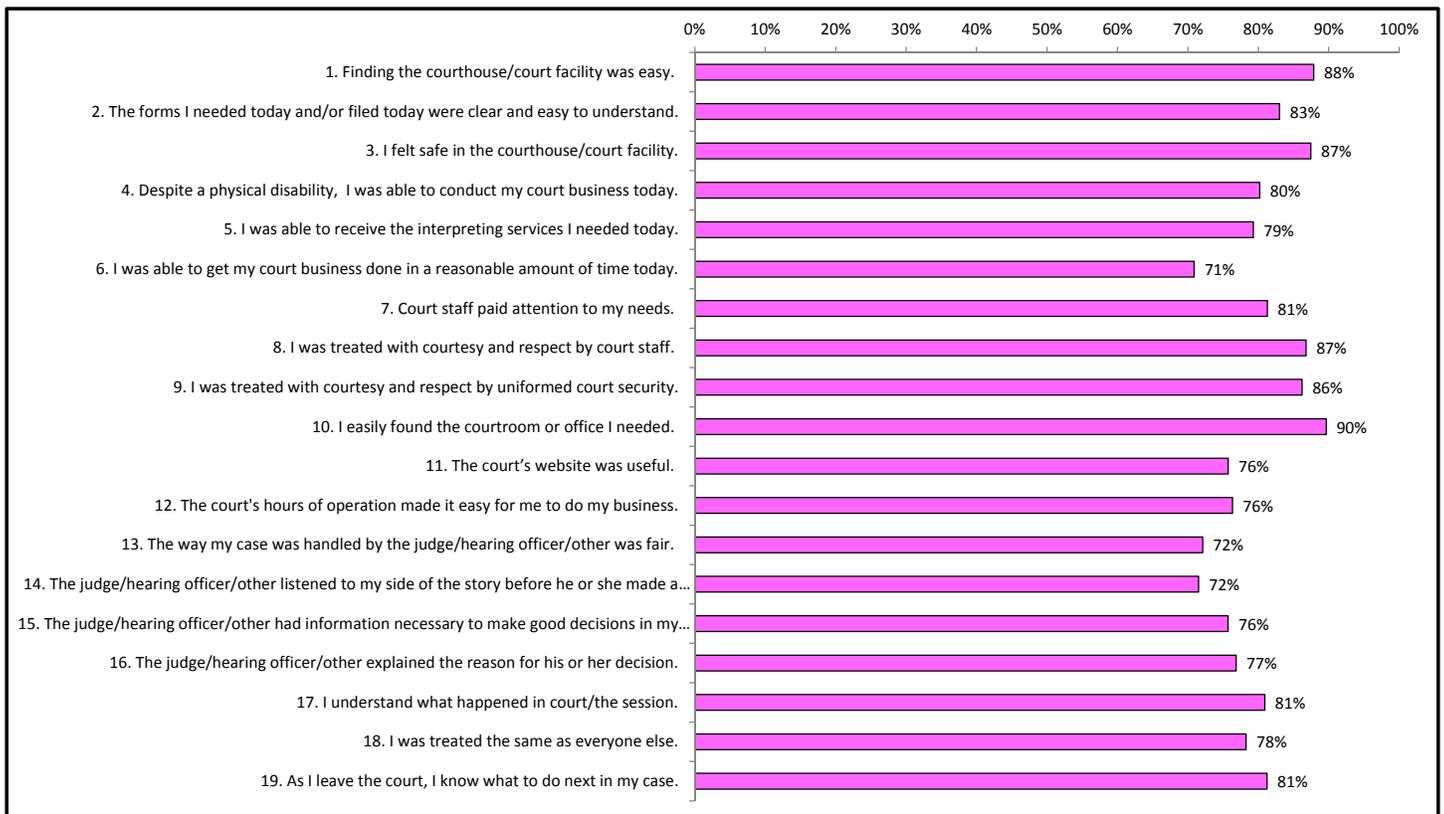
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 21 | 6% | 8 | 2% | 9 | 2% | 126 | 34% | 212 | 56% | 90% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 14 | 4% | 7 | 2% | 19 | 6% | 119 | 37% | 166 | 51% | 88% |
| 3. I felt safe in the courthouse/court facility. | 18 | 5% | 6 | 2% | 8 | 2% | 112 | 29% | 240 | 63% | 92% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 9 | 6% | 5 | 3% | 18 | 11% | 54 | 33% | 76 | 47% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 11 | 6% | 6 | 3% | 16 | 9% | 59 | 32% | 93 | 50% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 30 | 8% | 21 | 6% | 39 | 11% | 105 | 29% | 161 | 45% | 75% |
| 7. Court staff paid attention to my needs. | 17 | 5% | 15 | 4% | 31 | 8% | 112 | 30% | 194 | 53% | 83% |
| 8. I was treated with courtesy and respect by court staff. | 22 | 6% | 8 | 2% | 15 | 4% | 103 | 27% | 232 | 61% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 22 | 6% | 12 | 3% | 19 | 5% | 109 | 29% | 216 | 57% | 86% |
| 10. I easily found the courtroom or office I needed. | 17 | 5% | 11 | 3% | 9 | 2% | 129 | 34% | 210 | 56% | 90% |
| 11. The court's website was useful. | 15 | 7% | 12 | 5% | 33 | 15% | 80 | 36% | 85 | 38% | 73% |
| 12. The court's hours of operation made it easy for me to do my business. | 20 | 6% | 21 | 6% | 27 | 8% | 114 | 33% | 166 | 48% | 80% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 16 | 9% | 11 | 7% | 15 | 9% | 51 | 30% | 76 | 45% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 12 | 8% | 5 | 3% | 16 | 10% | 47 | 30% | 78 | 49% | 79% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 10 | 6% | 7 | 4% | 16 | 10% | 49 | 31% | 75 | 48% | 79% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 11 | 7% | 7 | 4% | 16 | 10% | 49 | 31% | 74 | 47% | 78% |
| 17. I understand what happened in court/the session. | 13 | 7% | 2 | 1% | 15 | 9% | 50 | 29% | 94 | 54% | 83% |
| 18. I was treated the same as everyone else. | 13 | 7% | 4 | 2% | 15 | 8% | 50 | 27% | 105 | 56% | 83% |
| 19. As I leave the court, I know what to do next in my case. | 9 | 5% | 2 | 1% | 11 | 6% | 58 | 32% | 100 | 56% | 88% |

Percent That Agree or Strongly Agree



| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 23 | 5% | 5 | 1% | 24 | 6% | 154 | 36% | 223 | 52% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 22 | 6% | 12 | 3% | 28 | 8% | 140 | 38% | 163 | 45% | 83% |
| 3. I felt safe in the courthouse/court facility. | 26 | 6% | 9 | 2% | 19 | 4% | 151 | 35% | 226 | 52% | 87% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 17 | 8% | 7 | 3% | 16 | 8% | 64 | 32% | 98 | 49% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 17 | 9% | 5 | 3% | 19 | 10% | 66 | 33% | 91 | 46% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 40 | 11% | 25 | 7% | 45 | 12% | 105 | 28% | 163 | 43% | 71% |
| 7. Court staff paid attention to my needs. | 32 | 8% | 14 | 3% | 29 | 7% | 132 | 33% | 194 | 48% | 81% |
| 8. I was treated with courtesy and respect by court staff. | 36 | 8% | 11 | 3% | 10 | 2% | 145 | 34% | 229 | 53% | 87% |
| 9. I was treated with courtesy and respect by uniformed court security. | 33 | 8% | 5 | 1% | 21 | 5% | 146 | 34% | 223 | 52% | 86% |
| 10. I easily found the courtroom or office I needed. | 22 | 5% | 7 | 2% | 15 | 4% | 149 | 35% | 232 | 55% | 90% |
| 11. The court's website was useful. | 25 | 9% | 15 | 6% | 26 | 10% | 102 | 38% | 104 | 38% | 76% |
| 12. The court's hours of operation made it easy for me to do my business. | 29 | 7% | 26 | 7% | 37 | 10% | 124 | 32% | 173 | 44% | 76% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 25 | 17% | 9 | 6% | 7 | 5% | 43 | 29% | 63 | 43% | 72% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 21 | 15% | 9 | 7% | 9 | 7% | 35 | 26% | 63 | 46% | 72% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 19 | 14% | 7 | 5% | 8 | 6% | 42 | 30% | 64 | 46% | 76% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 16 | 12% | 6 | 4% | 9 | 7% | 33 | 25% | 70 | 52% | 77% |
| 17. I understand what happened in court/the session. | 13 | 9% | 7 | 5% | 9 | 6% | 49 | 32% | 74 | 49% | 81% |
| 18. I was treated the same as everyone else. | 17 | 11% | 6 | 4% | 12 | 7% | 41 | 25% | 85 | 53% | 78% |
| 19. As I leave the court, I know what to do next in my case. | 11 | 7% | 7 | 4% | 12 | 8% | 47 | 29% | 83 | 52% | 81% |

Percent That Agree or Strongly Agree

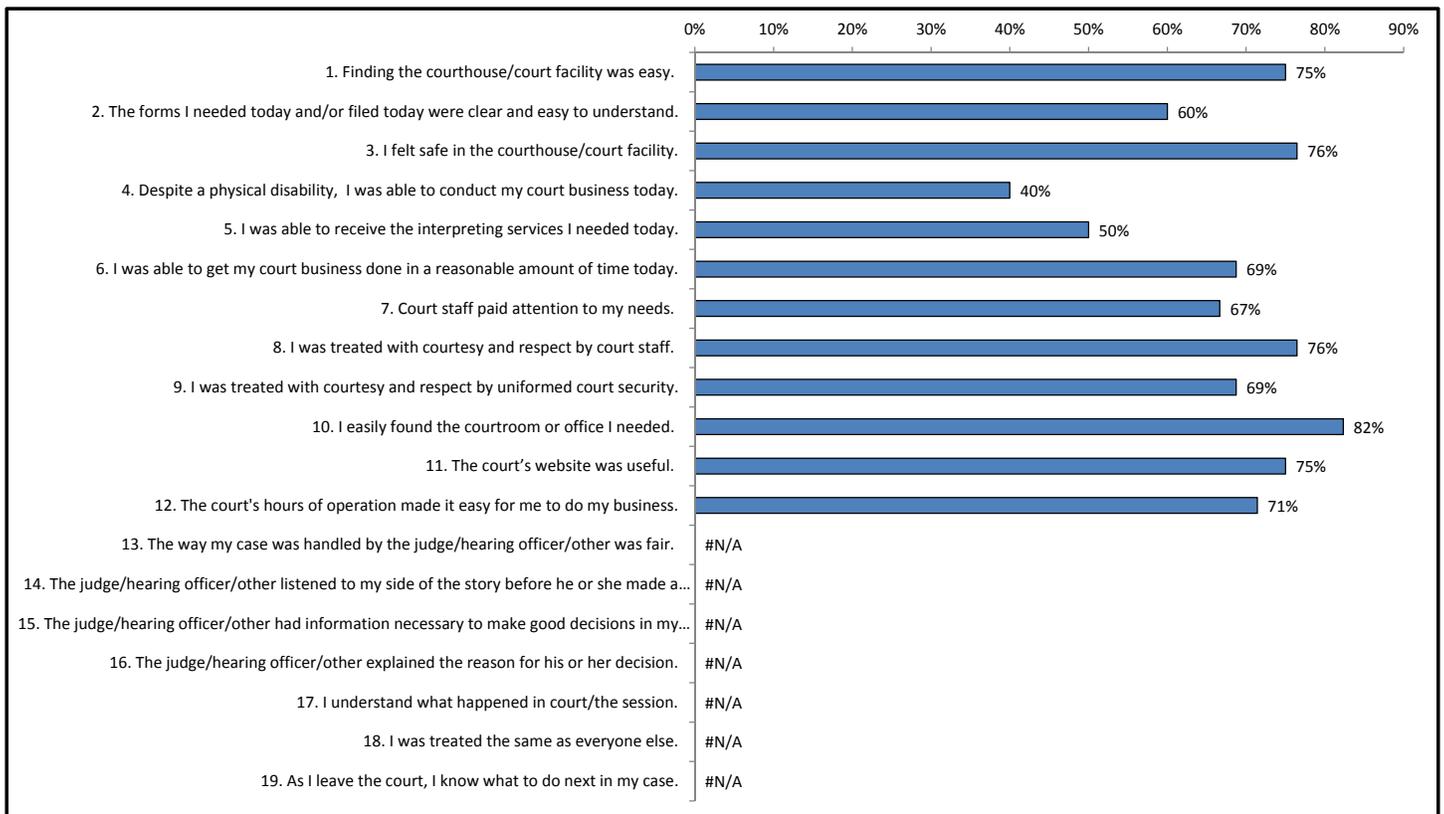


Hudson County

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. | 3 | 19% | 1 | 6% | 0 | 0% | 5 | 31% | 7 | 44% | 75% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 13% | 2 | 13% | 2 | 13% | 4 | 27% | 5 | 33% | 60% |
| 3. I felt safe in the courthouse/court facility. | 1 | 6% | 2 | 12% | 1 | 6% | 4 | 24% | 9 | 53% | 76% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 3 | 30% | 3 | 30% | 0 | 0% | 1 | 10% | 3 | 30% | 40% |
| 5. I was able to receive the interpreting services I needed today. | 4 | 33% | 1 | 8% | 1 | 8% | 4 | 33% | 2 | 17% | 50% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 4 | 25% | 0 | 0% | 1 | 6% | 4 | 25% | 7 | 44% | 69% |
| 7. Court staff paid attention to my needs. | 2 | 13% | 1 | 7% | 2 | 13% | 4 | 27% | 6 | 40% | 67% |
| 8. I was treated with courtesy and respect by court staff. | 3 | 18% | 1 | 6% | 0 | 0% | 3 | 18% | 10 | 59% | 76% |
| 9. I was treated with courtesy and respect by uniformed court security. | 2 | 13% | 1 | 6% | 2 | 13% | 4 | 25% | 7 | 44% | 69% |
| 10. I easily found the courtroom or office I needed. | 2 | 12% | 1 | 6% | 0 | 0% | 4 | 24% | 10 | 59% | 82% |
| 11. The court's website was useful. | 0 | 0% | 3 | 25% | 0 | 0% | 4 | 33% | 5 | 42% | 75% |
| 12. The court's hours of operation made it easy for me to do my business. | 1 | 7% | 2 | 14% | 1 | 7% | 3 | 21% | 7 | 50% | 71% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 18. I was treated the same as everyone else. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 19. As I leave the court, I know what to do next in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |

Percent That Agree or Strongly Agree



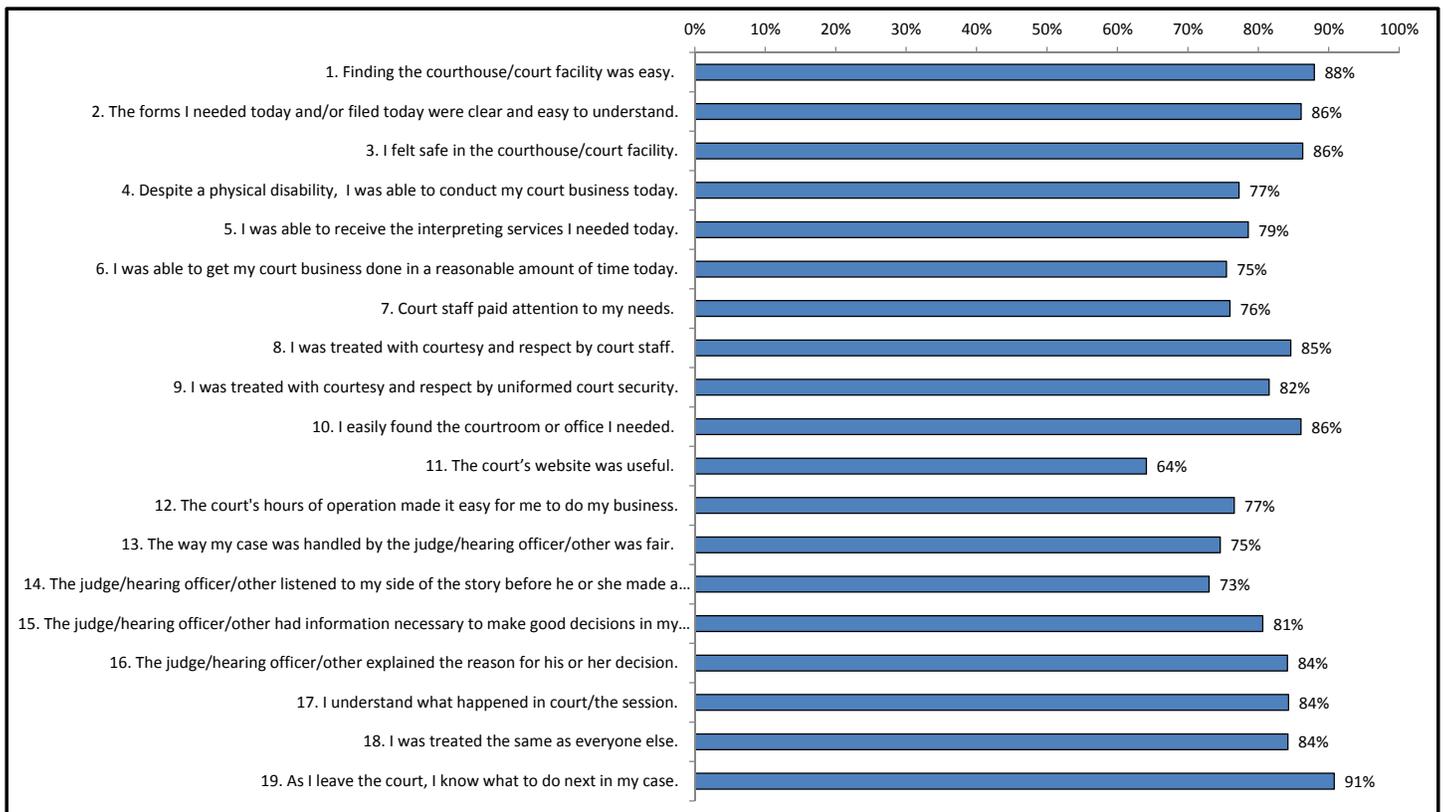
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Hudson County

What is your age: 20 - 29

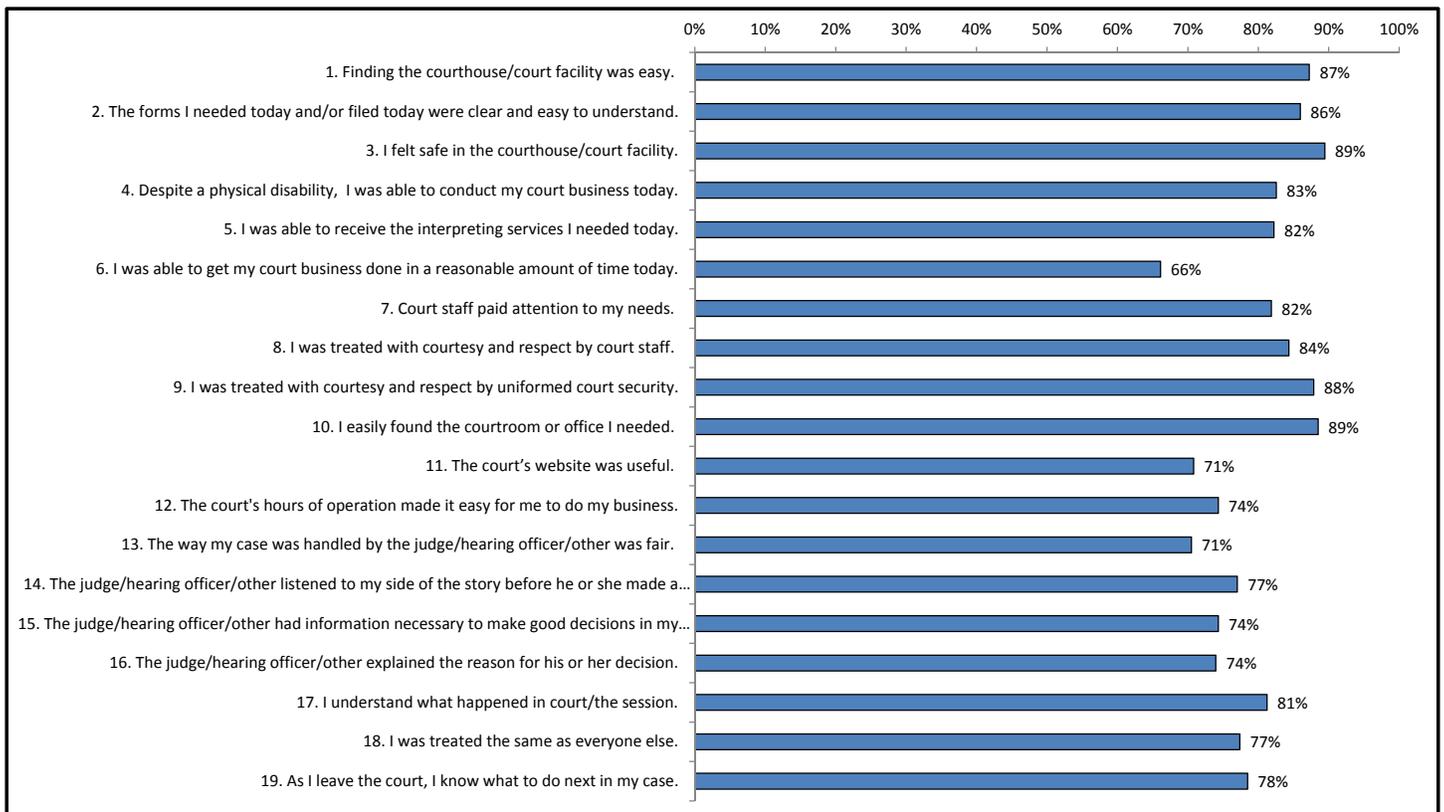
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 10 | 6% | 2 | 1% | 8 | 5% | 65 | 39% | 81 | 49% | 88% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 8 | 5% | 2 | 1% | 11 | 7% | 60 | 40% | 70 | 46% | 86% |
| 3. I felt safe in the courthouse/court facility. | 13 | 8% | 1 | 1% | 9 | 5% | 53 | 32% | 92 | 55% | 86% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 6 | 7% | 2 | 2% | 12 | 14% | 30 | 34% | 38 | 43% | 77% |
| 5. I was able to receive the interpreting services I needed today. | 8 | 8% | 2 | 2% | 11 | 11% | 32 | 33% | 45 | 46% | 79% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 14 | 9% | 6 | 4% | 19 | 12% | 48 | 30% | 72 | 45% | 75% |
| 7. Court staff paid attention to my needs. | 11 | 7% | 5 | 3% | 21 | 14% | 43 | 28% | 74 | 48% | 76% |
| 8. I was treated with courtesy and respect by court staff. | 14 | 8% | 4 | 2% | 8 | 5% | 52 | 31% | 91 | 54% | 85% |
| 9. I was treated with courtesy and respect by uniformed court security. | 14 | 8% | 4 | 2% | 13 | 8% | 49 | 29% | 88 | 52% | 82% |
| 10. I easily found the courtroom or office I needed. | 9 | 5% | 6 | 4% | 8 | 5% | 54 | 33% | 88 | 53% | 86% |
| 11. The court's website was useful. | 13 | 11% | 7 | 6% | 22 | 19% | 34 | 29% | 41 | 35% | 64% |
| 12. The court's hours of operation made it easy for me to do my business. | 11 | 7% | 6 | 4% | 20 | 13% | 43 | 27% | 78 | 49% | 77% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 5 | 8% | 4 | 6% | 7 | 11% | 17 | 27% | 30 | 48% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 4 | 6% | 4 | 6% | 9 | 14% | 16 | 25% | 30 | 48% | 73% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 6% | 2 | 3% | 6 | 10% | 19 | 31% | 31 | 50% | 81% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 4 | 6% | 2 | 3% | 4 | 6% | 18 | 29% | 35 | 56% | 84% |
| 17. I understand what happened in court/the session. | 3 | 4% | 1 | 1% | 7 | 10% | 23 | 33% | 36 | 51% | 84% |
| 18. I was treated the same as everyone else. | 3 | 4% | 0 | 0% | 9 | 12% | 22 | 29% | 42 | 55% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 1 | 1% | 1 | 1% | 5 | 7% | 26 | 34% | 43 | 57% | 91% |

Percent That Agree or Strongly Agree



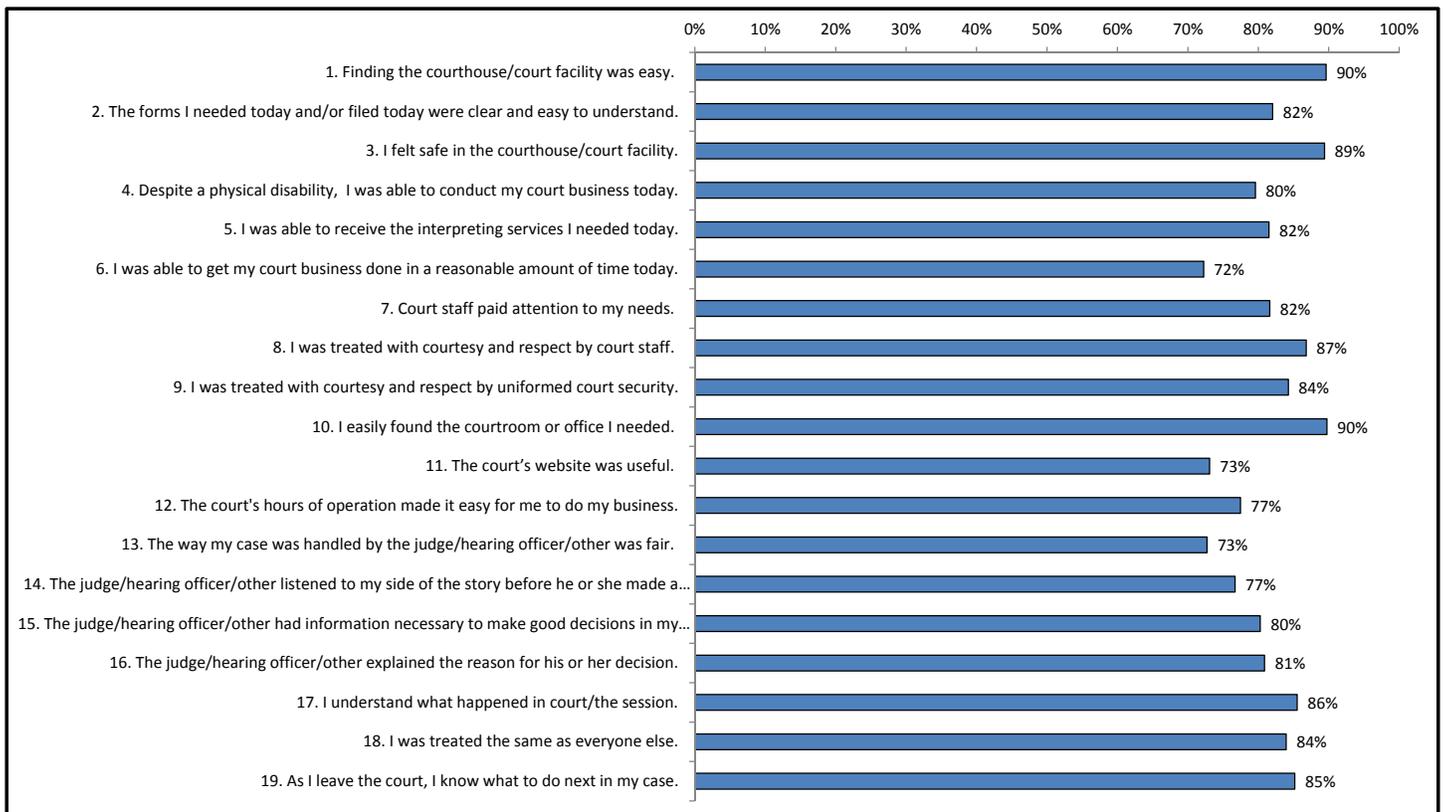
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 15 | 8% | 3 | 2% | 7 | 4% | 65 | 33% | 106 | 54% | 87% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 7% | 6 | 4% | 6 | 4% | 66 | 39% | 81 | 47% | 86% |
| 3. I felt safe in the courthouse/court facility. | 10 | 5% | 6 | 3% | 5 | 3% | 66 | 33% | 112 | 56% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 9 | 10% | 3 | 3% | 3 | 3% | 31 | 36% | 40 | 47% | 83% |
| 5. I was able to receive the interpreting services I needed today. | 8 | 9% | 4 | 4% | 4 | 4% | 29 | 32% | 45 | 50% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 22 | 12% | 17 | 9% | 23 | 13% | 46 | 25% | 75 | 41% | 66% |
| 7. Court staff paid attention to my needs. | 17 | 9% | 7 | 4% | 11 | 6% | 63 | 33% | 95 | 49% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 19 | 10% | 7 | 4% | 5 | 3% | 63 | 32% | 104 | 53% | 84% |
| 9. I was treated with courtesy and respect by uniformed court security. | 14 | 7% | 1 | 1% | 9 | 5% | 70 | 35% | 104 | 53% | 88% |
| 10. I easily found the courtroom or office I needed. | 13 | 7% | 5 | 3% | 5 | 3% | 74 | 37% | 103 | 52% | 89% |
| 11. The court's website was useful. | 18 | 15% | 5 | 4% | 12 | 10% | 42 | 35% | 43 | 36% | 71% |
| 12. The court's hours of operation made it easy for me to do my business. | 21 | 11% | 11 | 6% | 15 | 8% | 63 | 34% | 73 | 40% | 74% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 14 | 18% | 5 | 6% | 4 | 5% | 21 | 27% | 34 | 44% | 71% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 12 | 16% | 3 | 4% | 2 | 3% | 20 | 27% | 37 | 50% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 11 | 15% | 4 | 5% | 4 | 5% | 23 | 31% | 32 | 43% | 74% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 11 | 15% | 2 | 3% | 6 | 8% | 18 | 25% | 36 | 49% | 74% |
| 17. I understand what happened in court/the session. | 9 | 11% | 2 | 3% | 4 | 5% | 27 | 34% | 38 | 48% | 81% |
| 18. I was treated the same as everyone else. | 10 | 12% | 5 | 6% | 4 | 5% | 21 | 25% | 44 | 52% | 77% |
| 19. As I leave the court, I know what to do next in my case. | 7 | 9% | 2 | 3% | 8 | 10% | 20 | 25% | 42 | 53% | 78% |

Percent That Agree or Strongly Agree



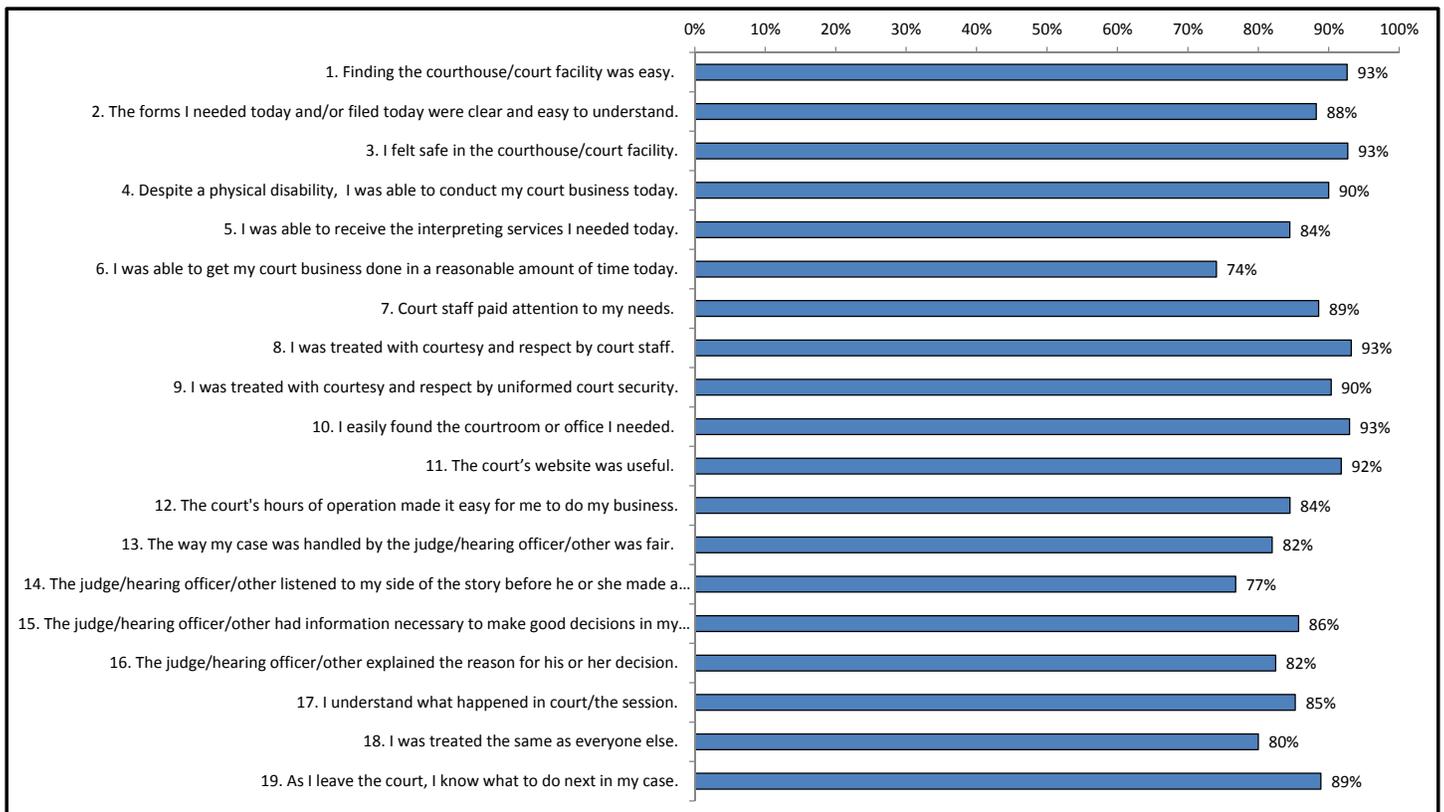
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 7 | 4% | 6 | 3% | 7 | 4% | 70 | 36% | 103 | 53% | 90% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 6 | 4% | 9 | 5% | 15 | 9% | 65 | 39% | 72 | 43% | 82% |
| 3. I felt safe in the courthouse/court facility. | 11 | 6% | 2 | 1% | 8 | 4% | 68 | 34% | 109 | 55% | 89% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 6 | 6% | 2 | 2% | 12 | 12% | 28 | 29% | 50 | 51% | 80% |
| 5. I was able to receive the interpreting services I needed today. | 6 | 7% | 3 | 3% | 8 | 9% | 34 | 37% | 41 | 45% | 82% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 15 | 9% | 14 | 8% | 19 | 11% | 55 | 32% | 70 | 40% | 72% |
| 7. Court staff paid attention to my needs. | 10 | 5% | 10 | 5% | 14 | 8% | 63 | 34% | 88 | 48% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 12 | 6% | 7 | 4% | 7 | 4% | 61 | 31% | 110 | 56% | 87% |
| 9. I was treated with courtesy and respect by uniformed court security. | 15 | 8% | 8 | 4% | 8 | 4% | 66 | 34% | 100 | 51% | 84% |
| 10. I easily found the courtroom or office I needed. | 8 | 4% | 3 | 2% | 9 | 5% | 73 | 37% | 102 | 52% | 90% |
| 11. The court's website was useful. | 4 | 3% | 10 | 8% | 21 | 16% | 45 | 35% | 50 | 38% | 73% |
| 12. The court's hours of operation made it easy for me to do my business. | 6 | 3% | 18 | 10% | 17 | 9% | 67 | 37% | 74 | 41% | 77% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 9 | 12% | 4 | 5% | 8 | 10% | 28 | 36% | 28 | 36% | 73% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 7 | 10% | 4 | 5% | 6 | 8% | 25 | 34% | 31 | 42% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 6 | 8% | 4 | 6% | 4 | 6% | 25 | 35% | 32 | 45% | 80% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 7% | 4 | 6% | 4 | 6% | 21 | 31% | 34 | 50% | 81% |
| 17. I understand what happened in court/the session. | 6 | 8% | 2 | 3% | 3 | 4% | 26 | 34% | 39 | 51% | 86% |
| 18. I was treated the same as everyone else. | 7 | 9% | 2 | 2% | 4 | 5% | 26 | 32% | 42 | 52% | 84% |
| 19. As I leave the court, I know what to do next in my case. | 4 | 5% | 4 | 5% | 4 | 5% | 31 | 38% | 38 | 47% | 85% |

Percent That Agree or Strongly Agree



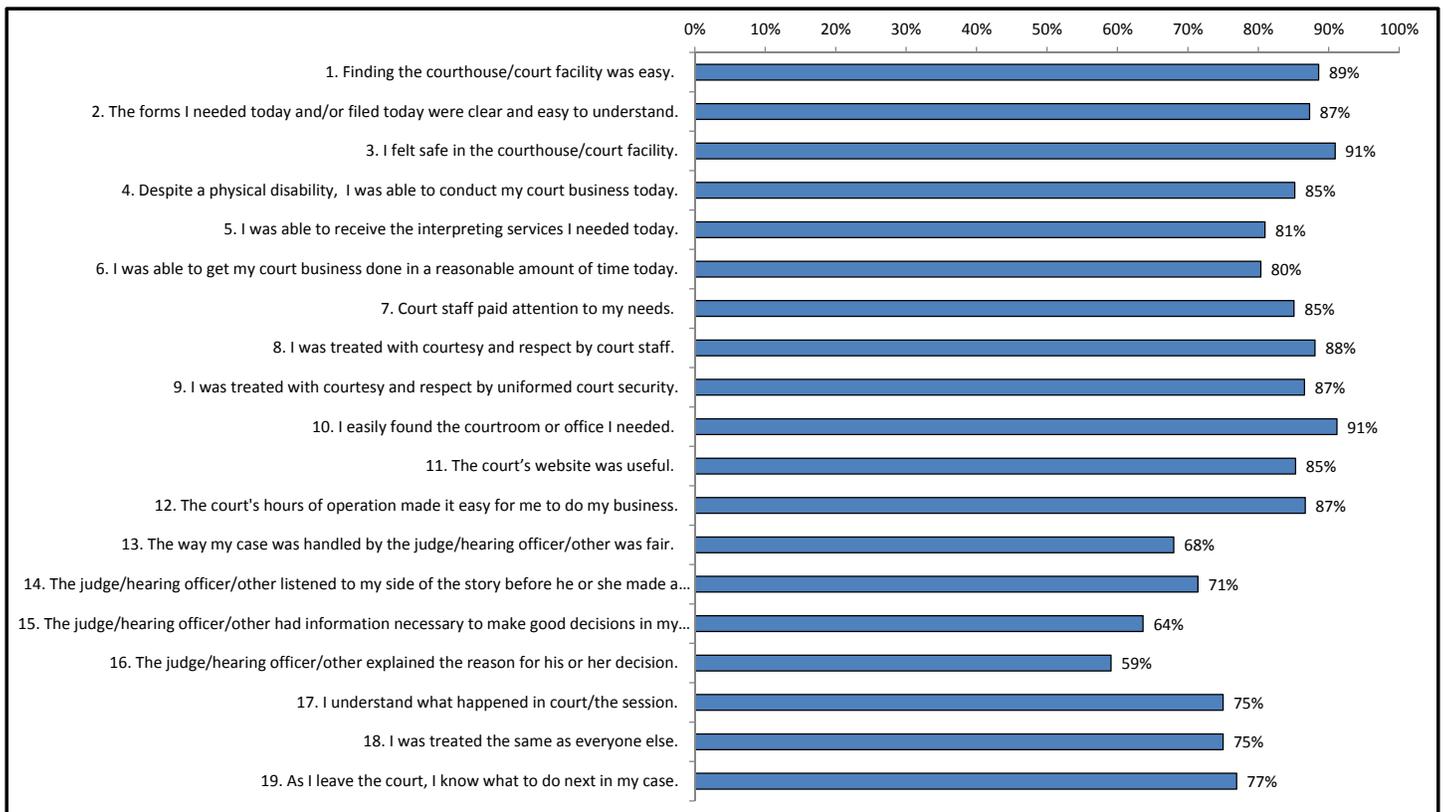
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 3% | 1 | 1% | 6 | 4% | 52 | 35% | 86 | 58% | 93% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 4 | 3% | 1 | 1% | 9 | 8% | 37 | 31% | 68 | 57% | 88% |
| 3. I felt safe in the courthouse/court facility. | 5 | 3% | 3 | 2% | 3 | 2% | 44 | 29% | 96 | 64% | 93% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 0 | 0% | 0 | 0% | 5 | 10% | 17 | 34% | 28 | 56% | 90% |
| 5. I was able to receive the interpreting services I needed today. | 1 | 2% | 1 | 2% | 7 | 12% | 17 | 29% | 32 | 55% | 84% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 11 | 8% | 8 | 6% | 15 | 11% | 39 | 30% | 58 | 44% | 74% |
| 7. Court staff paid attention to my needs. | 4 | 3% | 2 | 1% | 10 | 7% | 45 | 32% | 79 | 56% | 89% |
| 8. I was treated with courtesy and respect by court staff. | 5 | 3% | 0 | 0% | 5 | 3% | 42 | 29% | 95 | 65% | 93% |
| 9. I was treated with courtesy and respect by uniformed court security. | 5 | 3% | 4 | 3% | 5 | 3% | 44 | 30% | 87 | 60% | 90% |
| 10. I easily found the courtroom or office I needed. | 3 | 2% | 3 | 2% | 4 | 3% | 44 | 31% | 88 | 62% | 93% |
| 11. The court's website was useful. | 1 | 1% | 2 | 3% | 3 | 4% | 38 | 52% | 29 | 40% | 92% |
| 12. The court's hours of operation made it easy for me to do my business. | 5 | 4% | 7 | 5% | 8 | 6% | 41 | 32% | 68 | 53% | 84% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 6 | 10% | 4 | 7% | 1 | 2% | 18 | 30% | 32 | 52% | 82% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 3 | 5% | 3 | 5% | 7 | 13% | 15 | 27% | 28 | 50% | 77% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 3 | 5% | 1 | 2% | 4 | 7% | 19 | 34% | 29 | 52% | 86% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 3 | 5% | 2 | 4% | 5 | 9% | 21 | 37% | 26 | 46% | 82% |
| 17. I understand what happened in court/the session. | 3 | 5% | 1 | 2% | 5 | 8% | 19 | 31% | 33 | 54% | 85% |
| 18. I was treated the same as everyone else. | 6 | 9% | 1 | 2% | 6 | 9% | 16 | 25% | 36 | 55% | 80% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 5% | 1 | 2% | 3 | 5% | 20 | 32% | 36 | 57% | 89% |

Percent That Agree or Strongly Agree



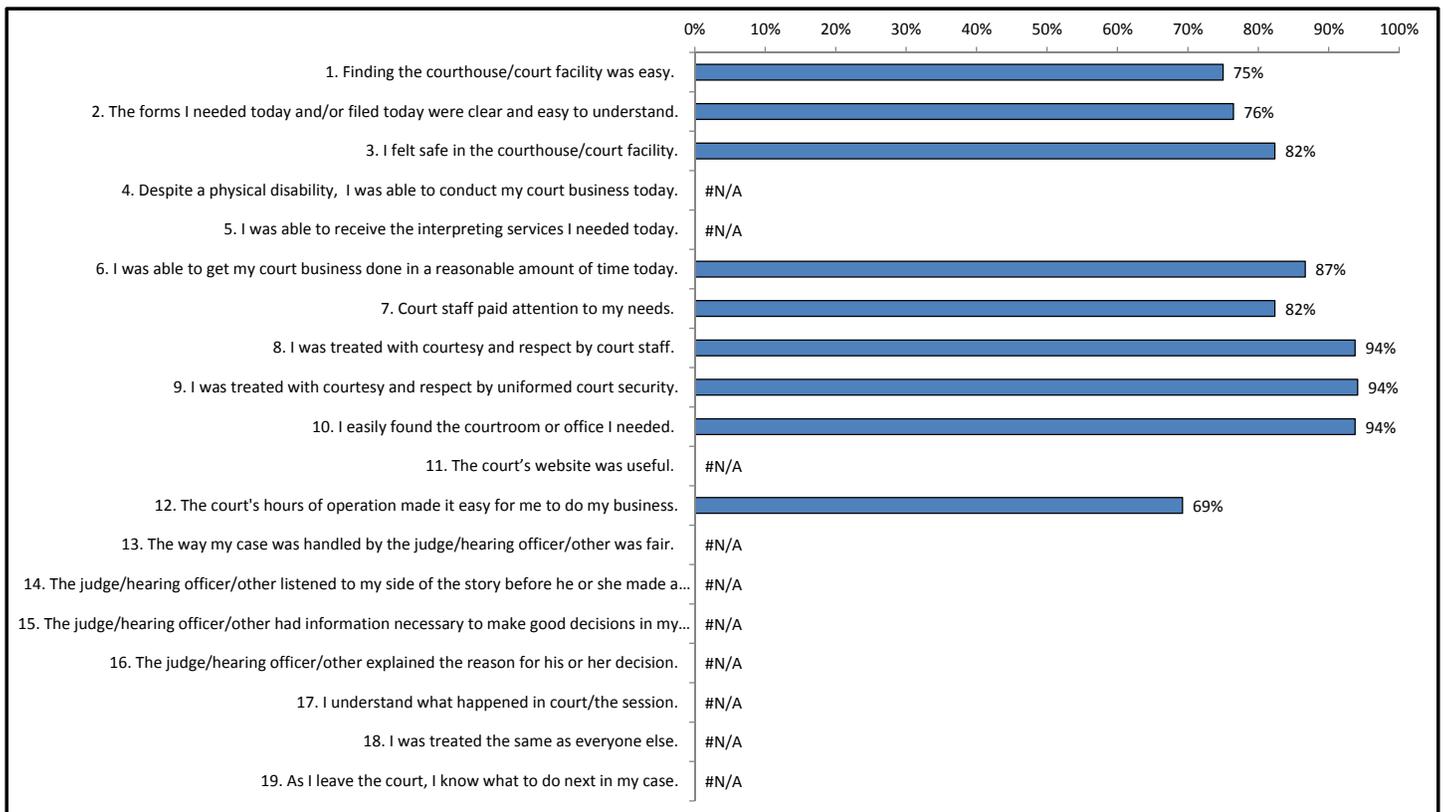
| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 4 | 6% | 1 | 1% | 3 | 4% | 21 | 30% | 41 | 59% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 3 | 5% | 1 | 2% | 3 | 5% | 21 | 38% | 27 | 49% | 87% |
| 3. I felt safe in the courthouse/court facility. | 3 | 5% | 2 | 3% | 1 | 2% | 21 | 32% | 39 | 59% | 91% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 2 | 7% | 1 | 4% | 1 | 4% | 9 | 33% | 14 | 52% | 85% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 10% | 0 | 0% | 2 | 10% | 6 | 29% | 11 | 52% | 81% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 3 | 5% | 1 | 2% | 7 | 13% | 16 | 29% | 29 | 52% | 80% |
| 7. Court staff paid attention to my needs. | 5 | 7% | 2 | 3% | 3 | 4% | 20 | 30% | 37 | 55% | 85% |
| 8. I was treated with courtesy and respect by court staff. | 6 | 9% | 1 | 1% | 1 | 1% | 18 | 27% | 41 | 61% | 88% |
| 9. I was treated with courtesy and respect by uniformed court security. | 4 | 6% | 1 | 1% | 4 | 6% | 15 | 22% | 43 | 64% | 87% |
| 10. I easily found the courtroom or office I needed. | 4 | 6% | 1 | 1% | 1 | 1% | 20 | 29% | 42 | 62% | 91% |
| 11. The court's website was useful. | 2 | 6% | 2 | 6% | 1 | 3% | 15 | 44% | 14 | 41% | 85% |
| 12. The court's hours of operation made it easy for me to do my business. | 5 | 8% | 2 | 3% | 1 | 2% | 16 | 27% | 36 | 60% | 87% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 5 | 20% | 2 | 8% | 1 | 4% | 5 | 20% | 12 | 48% | 68% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 5 | 24% | 0 | 0% | 1 | 5% | 4 | 19% | 11 | 52% | 71% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 18% | 2 | 9% | 2 | 9% | 5 | 23% | 9 | 41% | 64% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 4 | 18% | 3 | 14% | 2 | 9% | 3 | 14% | 10 | 45% | 59% |
| 17. I understand what happened in court/the session. | 3 | 13% | 1 | 4% | 2 | 8% | 3 | 13% | 15 | 63% | 75% |
| 18. I was treated the same as everyone else. | 4 | 14% | 1 | 4% | 2 | 7% | 4 | 14% | 17 | 61% | 75% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 12% | 1 | 4% | 2 | 8% | 5 | 19% | 15 | 58% | 77% |

Percent That Agree or Strongly Agree



| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|------|----------|------|---------------------------|------|-------|------|----------------|------|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 1 | 6% | 1 | 6% | 2 | 13% | 2 | 13% | 10 | 63% | 75% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 12% | 0 | 0% | 2 | 12% | 6 | 35% | 7 | 41% | 76% |
| 3. I felt safe in the courthouse/court facility. | 2 | 12% | 0 | 0% | 1 | 6% | 6 | 35% | 8 | 47% | 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. | 1 | 7% | 1 | 7% | 0 | 0% | 2 | 13% | 11 | 73% | 87% |
| 7. Court staff paid attention to my needs. | 1 | 6% | 1 | 6% | 1 | 6% | 4 | 24% | 10 | 59% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 1 | 6% | 0 | 0% | 0 | 0% | 4 | 25% | 11 | 69% | 94% |
| 9. I was treated with courtesy and respect by uniformed court security. | 1 | 6% | 0 | 0% | 0 | 0% | 5 | 29% | 11 | 65% | 94% |
| 10. I easily found the courtroom or office I needed. | 1 | 6% | 0 | 0% | 0 | 0% | 4 | 25% | 11 | 69% | 94% |
| 11. The court's website was useful. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 12. The court's hours of operation made it easy for me to do my business. | 1 | 8% | 1 | 8% | 2 | 15% | 3 | 23% | 6 | 46% | 69% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 17. I understand what happened in court/the session. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 18. I was treated the same as everyone else. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |
| 19. As I leave the court, I know what to do next in my case. | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A | #N/A |

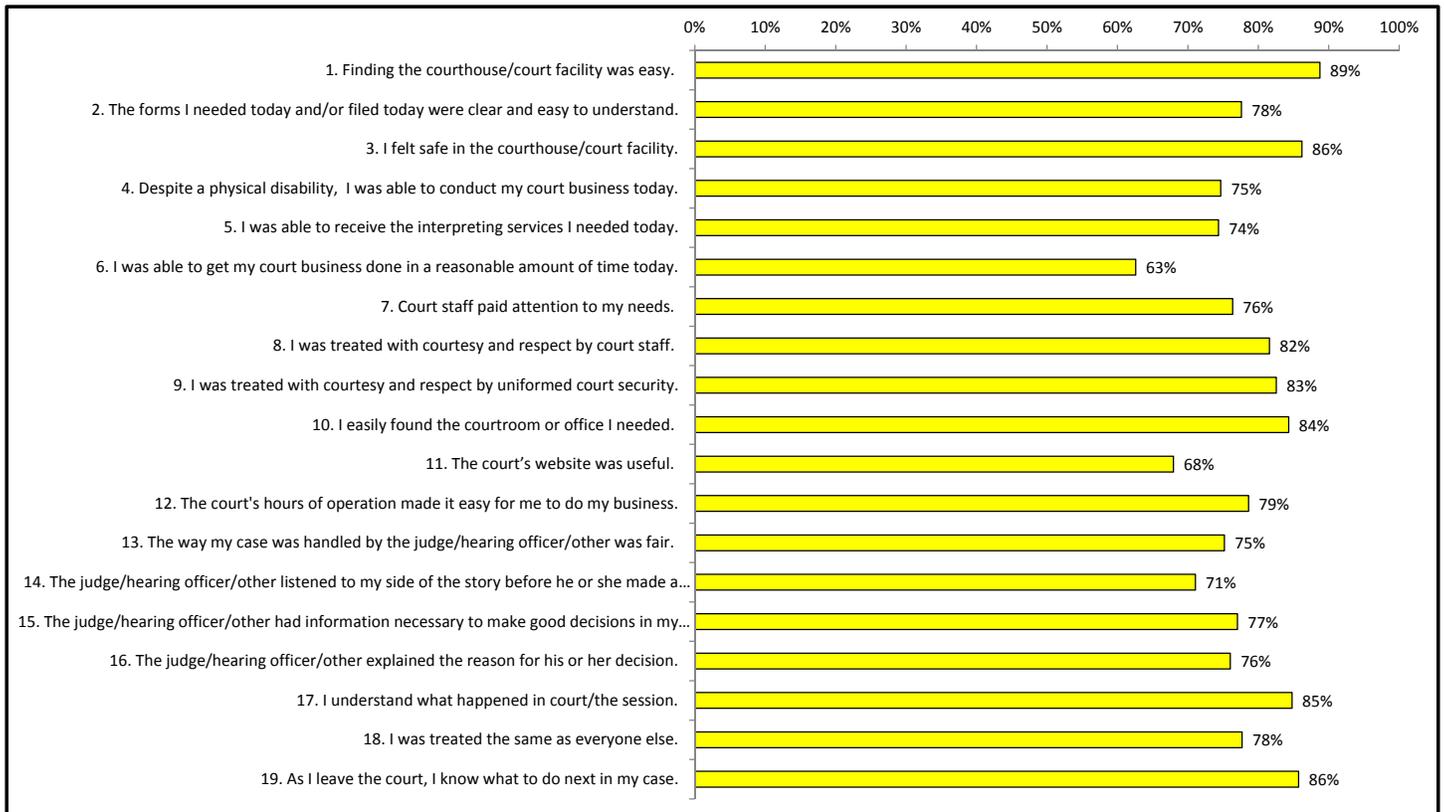
Percent That Agree or Strongly Agree



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. | 10 | 7% | 4 | 3% | 3 | 2% | 48 | 32% | 86 | 57% | 89% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 12 | 10% | 7 | 6% | 9 | 7% | 37 | 30% | 60 | 48% | 78% |
| 3. I felt safe in the courthouse/court facility. | 13 | 9% | 5 | 3% | 3 | 2% | 41 | 27% | 90 | 59% | 86% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 9 | 12% | 4 | 5% | 6 | 8% | 24 | 32% | 32 | 43% | 75% |
| 5. I was able to receive the interpreting services I needed today. | 9 | 12% | 3 | 4% | 8 | 10% | 18 | 23% | 40 | 51% | 74% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 29 | 20% | 12 | 8% | 14 | 10% | 38 | 26% | 54 | 37% | 63% |
| 7. Court staff paid attention to my needs. | 14 | 9% | 9 | 6% | 12 | 8% | 35 | 24% | 78 | 53% | 76% |
| 8. I was treated with courtesy and respect by court staff. | 18 | 12% | 2 | 1% | 8 | 5% | 37 | 24% | 87 | 57% | 82% |
| 9. I was treated with courtesy and respect by uniformed court security. | 14 | 9% | 6 | 4% | 6 | 4% | 36 | 24% | 87 | 58% | 83% |
| 10. I easily found the courtroom or office I needed. | 13 | 8% | 3 | 2% | 8 | 5% | 46 | 30% | 83 | 54% | 84% |
| 11. The court's website was useful. | 11 | 11% | 9 | 9% | 13 | 13% | 27 | 26% | 43 | 42% | 68% |
| 12. The court's hours of operation made it easy for me to do my business. | 13 | 9% | 11 | 8% | 7 | 5% | 49 | 34% | 65 | 45% | 79% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 19 | 14% | 9 | 7% | 5 | 4% | 38 | 29% | 62 | 47% | 75% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 15 | 12% | 11 | 9% | 9 | 7% | 24 | 20% | 62 | 51% | 71% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 17 | 14% | 5 | 4% | 6 | 5% | 33 | 27% | 61 | 50% | 77% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 17 | 14% | 5 | 4% | 7 | 6% | 30 | 25% | 62 | 51% | 76% |
| 17. I understand what happened in court/the session. | 15 | 11% | 4 | 3% | 2 | 1% | 41 | 30% | 76 | 55% | 85% |
| 18. I was treated the same as everyone else. | 16 | 12% | 5 | 4% | 10 | 7% | 30 | 22% | 78 | 56% | 78% |
| 19. As I leave the court, I know what to do next in my case. | 11 | 8% | 2 | 2% | 6 | 5% | 37 | 28% | 77 | 58% | 86% |

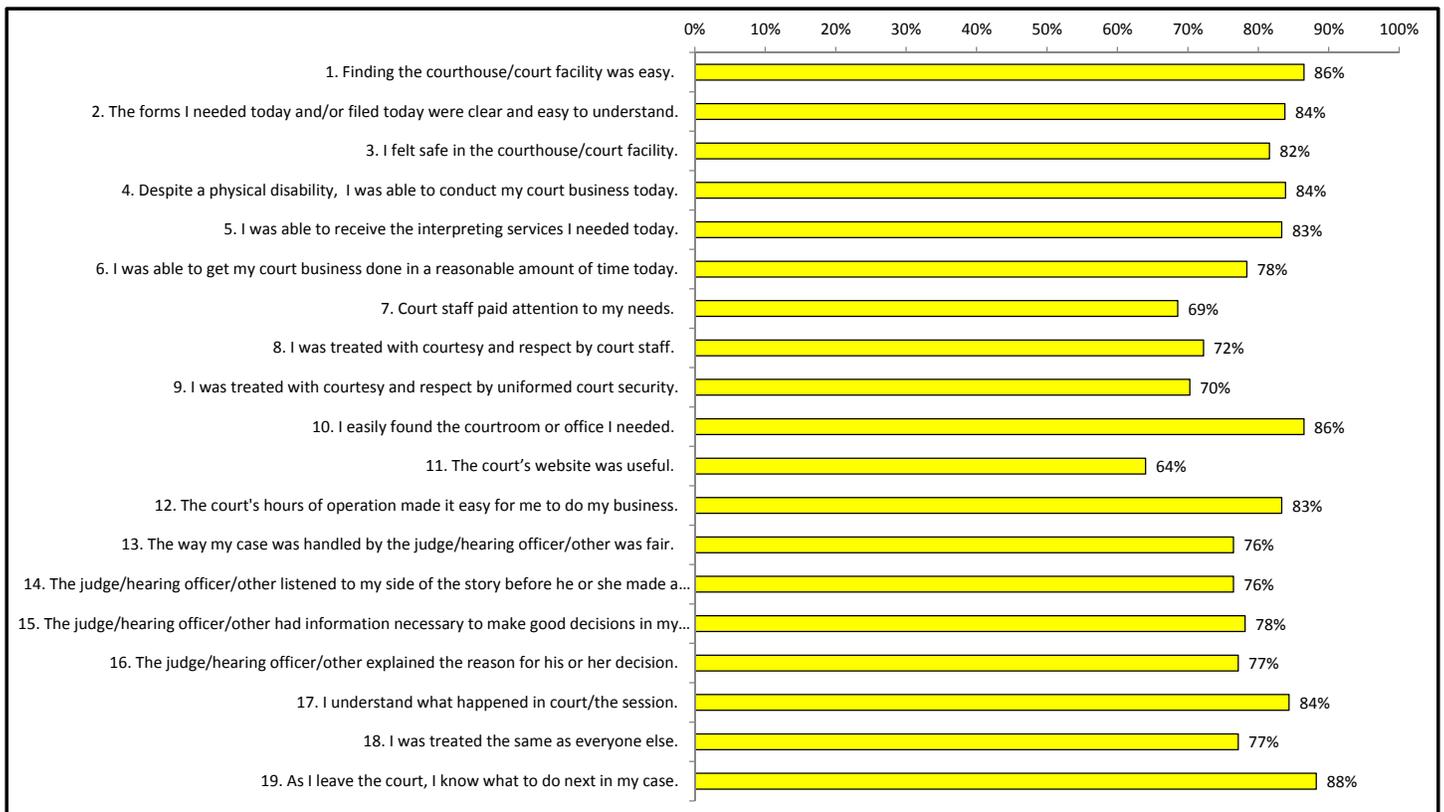
Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 3 | 8% | 0 | 0% | 2 | 5% | 13 | 35% | 19 | 51% | 86% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 2 | 5% | 3 | 8% | 1 | 3% | 12 | 32% | 19 | 51% | 84% |
| 3. I felt safe in the courthouse/court facility. | 5 | 13% | 1 | 3% | 1 | 3% | 12 | 32% | 19 | 50% | 82% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 1 | 3% | 2 | 6% | 2 | 6% | 10 | 32% | 16 | 52% | 84% |
| 5. I was able to receive the interpreting services I needed today. | 2 | 8% | 1 | 4% | 1 | 4% | 6 | 25% | 14 | 58% | 83% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 4 | 11% | 1 | 3% | 3 | 8% | 10 | 27% | 19 | 51% | 78% |
| 7. Court staff paid attention to my needs. | 6 | 17% | 3 | 9% | 2 | 6% | 8 | 23% | 16 | 46% | 69% |
| 8. I was treated with courtesy and respect by court staff. | 5 | 14% | 3 | 8% | 2 | 6% | 9 | 25% | 17 | 47% | 72% |
| 9. I was treated with courtesy and respect by uniformed court security. | 6 | 16% | 0 | 0% | 5 | 14% | 11 | 30% | 15 | 41% | 70% |
| 10. I easily found the courtroom or office I needed. | 3 | 8% | 0 | 0% | 2 | 5% | 12 | 32% | 20 | 54% | 86% |
| 11. The court's website was useful. | 3 | 12% | 2 | 8% | 4 | 16% | 7 | 28% | 9 | 36% | 64% |
| 12. The court's hours of operation made it easy for me to do my business. | 4 | 11% | 1 | 3% | 1 | 3% | 9 | 25% | 21 | 58% | 83% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 4 | 12% | 2 | 6% | 2 | 6% | 8 | 24% | 18 | 53% | 76% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 5 | 15% | 0 | 0% | 3 | 9% | 9 | 26% | 17 | 50% | 76% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 4 | 13% | 2 | 6% | 1 | 3% | 8 | 25% | 17 | 53% | 78% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 5 | 14% | 2 | 6% | 1 | 3% | 9 | 26% | 18 | 51% | 77% |
| 17. I understand what happened in court/the session. | 5 | 16% | 0 | 0% | 0 | 0% | 9 | 28% | 18 | 56% | 84% |
| 18. I was treated the same as everyone else. | 5 | 14% | 1 | 3% | 2 | 6% | 9 | 26% | 18 | 51% | 77% |
| 19. As I leave the court, I know what to do next in my case. | 3 | 9% | 0 | 0% | 1 | 3% | 10 | 29% | 20 | 59% | 88% |

Percent That Agree or Strongly Agree



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

| | Strongly Disagree | | Disagree | | Neither Agree or Disagree | | Agree | | Strongly Agree | | Agree or Strongly Agree |
|--|-------------------|-----|----------|-----|---------------------------|-----|-------|-----|----------------|-----|-------------------------|
| | # | % | # | % | # | % | # | % | # | % | % |
| 1. Finding the courthouse/court facility was easy. | 13 | 6% | 3 | 1% | 13 | 6% | 80 | 35% | 122 | 53% | 87% |
| 2. The forms I needed today and/or filed today were clear and easy to understand. | 11 | 5% | 3 | 1% | 18 | 8% | 91 | 42% | 93 | 43% | 85% |
| 3. I felt safe in the courthouse/court facility. | 12 | 5% | 2 | 1% | 7 | 3% | 75 | 32% | 140 | 59% | 91% |
| 4. Despite a physical disability, I was able to conduct my court business today. | 7 | 6% | 4 | 3% | 9 | 7% | 46 | 38% | 56 | 46% | 84% |
| 5. I was able to receive the interpreting services I needed today. | 10 | 7% | 4 | 3% | 13 | 9% | 55 | 38% | 62 | 43% | 81% |
| 6. I was able to get my court business done in a reasonable amount of time today. | 16 | 7% | 14 | 6% | 20 | 9% | 69 | 31% | 106 | 47% | 78% |
| 7. Court staff paid attention to my needs. | 17 | 7% | 6 | 3% | 19 | 8% | 80 | 35% | 109 | 47% | 82% |
| 8. I was treated with courtesy and respect by court staff. | 19 | 8% | 8 | 3% | 6 | 3% | 84 | 35% | 120 | 51% | 86% |
| 9. I was treated with courtesy and respect by uniformed court security. | 15 | 6% | 6 | 3% | 7 | 3% | 88 | 37% | 120 | 51% | 88% |
| 10. I easily found the courtroom or office I needed. | 13 | 6% | 7 | 3% | 6 | 3% | 88 | 38% | 118 | 51% | 89% |
| 11. The court's website was useful. | 13 | 9% | 8 | 5% | 18 | 12% | 56 | 38% | 53 | 36% | 74% |
| 12. The court's hours of operation made it easy for me to do my business. | 16 | 7% | 9 | 4% | 17 | 8% | 74 | 33% | 106 | 48% | 81% |
| 13. The way my case was handled by the judge/hearing officer/other was fair. | 12 | 14% | 9 | 10% | 6 | 7% | 23 | 27% | 36 | 42% | 69% |
| 14. The judge/hearing officer/other listened to my side of the story before he or she made a decision. | 6 | 8% | 3 | 4% | 10 | 13% | 25 | 32% | 35 | 44% | 76% |
| 15. The judge/hearing officer/other had information necessary to make good decisions in my case. | 5 | 6% | 6 | 7% | 13 | 16% | 21 | 25% | 38 | 46% | 71% |
| 16. The judge/hearing officer/other explained the reason for his or her decision. | 2 | 3% | 4 | 5% | 12 | 16% | 18 | 24% | 39 | 52% | 76% |
| 17. I understand what happened in court/the session. | 4 | 4% | 6 | 7% | 16 | 18% | 23 | 26% | 40 | 45% | 71% |
| 18. I was treated the same as everyone else. | 7 | 7% | 3 | 3% | 13 | 12% | 27 | 26% | 55 | 52% | 78% |
| 19. As I leave the court, I know what to do next in my case. | 2 | 2% | 5 | 5% | 11 | 11% | 33 | 33% | 49 | 49% | 82% |

Percent That Agree or Strongly Agree

