

## **Appendix R**

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

#### **Overview Tables**

##### **Monmouth**

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

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

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

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

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

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

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

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

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

<b>Please select the description that best describes you</b>		
A party in a court case/legal matter	397	39%
Victim or witness	34	3%
Law enforcement officer	7	1%
Public defender/staff	18	2%
Social services staff	16	2%
Friend or family member	109	11%
Private attorney	149	15%
Prosecutor/staff	13	1%
Juror	79	8%
Other	186	18%
<b>Total</b>	<b>1,008</b>	<b>100%</b>

<b>What did you do today? (select all that apply) *</b>		
Attended a hearing or trial	298	27%
Received information	102	9%
Visited Probation	232	21%
Attended mediation or arbitration	54	5%
Visited the Ombudsman/Self-Help Center	14	1%
Jury Service	78	7%
Filed Papers	104	9%
Made a payment	74	7%
Searched court records/obtained documents	23	2%
Other	152	14%

<b>What type of case brought you to the courthouse today? (select all that apply) *</b>		
Child Custody	86	8%
Division of Child Placement and Permanency	31	3%
Divorce	68	6%
Foreclosure	16	1%
Probation	156	14%
Child Support	153	14%
Landlord/Tenant	69	6%
Civil	136	12%
Juvenile Delinquency	18	2%
Domestic Violence	26	2%
Criminal	162	15%
Other	144	13%

<b>How do you identify yourself? (select all that apply)*</b>		
American Indian or Alaska Native	33	3%
Native Hawaiian or Other Pacific Islander	4	0%
Asian	22	2%
White	622	56%
Black or African American	237	21%
Hispanic or Latino	93	8%
Other	59	5%

<b>What is your gender?</b>		
Male	581	58%
Female	418	42%
<b>Total</b>	<b>999</b>	<b>100%</b>

<b>What is your age range?</b>		
Under 20	24	2%
20 - 29	206	20%
30 - 39	212	21%
40 - 49	234	23%
50 - 59	206	20%
60 - 69	91	9%
70 or older	32	3%
<b>Total</b>	<b>1,005</b>	<b>100%</b>

<b>If you are a party in a court case/legal matter, are you represented by an attorney in the case?</b>		
Yes	232	37%
No	397	63%
<b>Total</b>	<b>629</b>	<b>100%</b>

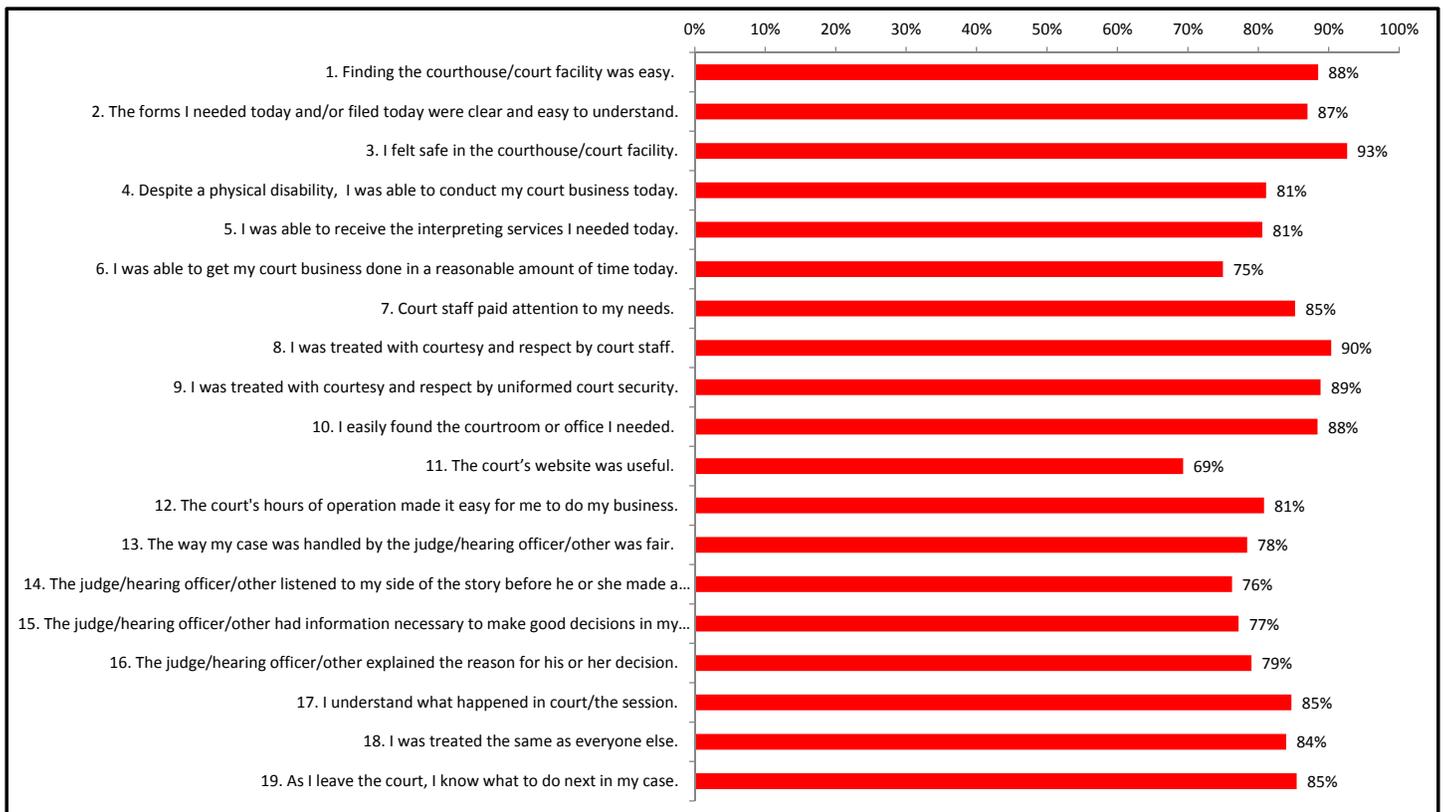
<b>How often are you in this courthouse?</b>		
First time in this courthouse	176	18%
Once a year or less	261	27%
Several times a year	256	26%
Several times a month	288	29%
<b>Total</b>	<b>981</b>	<b>100%</b>

**\* Percentage is based on total respondents: 1,104**

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	51	5%	38	3%	36	3%	386	36%	575	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	43	5%	19	2%	54	6%	367	41%	408	46%	87%
3. I felt safe in the courthouse/court facility.	39	4%	15	1%	26	2%	311	29%	691	64%	93%
4. Despite a physical disability, I was able to conduct my court business today.	18	4%	13	3%	47	11%	162	39%	173	42%	81%
5. I was able to receive the interpreting services I needed today.	22	6%	7	2%	45	12%	143	38%	164	43%	81%
6. I was able to get my court business done in a reasonable amount of time today.	88	9%	63	6%	99	10%	349	35%	400	40%	75%
7. Court staff paid attention to my needs.	48	5%	28	3%	75	7%	343	34%	528	52%	85%
8. I was treated with courtesy and respect by court staff.	42	4%	25	2%	36	3%	326	31%	638	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	42	4%	13	1%	62	6%	300	29%	632	60%	89%
10. I easily found the courtroom or office I needed.	39	4%	34	3%	49	5%	361	34%	570	54%	88%
11. The court's website was useful.	39	7%	26	5%	100	19%	170	32%	203	38%	69%
12. The court's hours of operation made it easy for me to do my business.	52	5%	31	3%	102	11%	348	36%	431	45%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	35	9%	13	3%	34	9%	130	34%	168	44%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	38	11%	15	4%	27	8%	113	34%	144	43%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	33	9%	13	4%	37	10%	123	34%	158	43%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	29	8%	14	4%	31	9%	130	37%	149	42%	79%
17. I understand what happened in court/the session.	26	7%	11	3%	24	6%	139	35%	199	50%	85%
18. I was treated the same as everyone else.	32	8%	10	2%	23	6%	123	30%	217	54%	84%
19. As I leave the court, I know what to do next in my case.	25	6%	11	3%	20	5%	123	32%	206	54%	85%

**Percent That Agree or Strongly Agree**



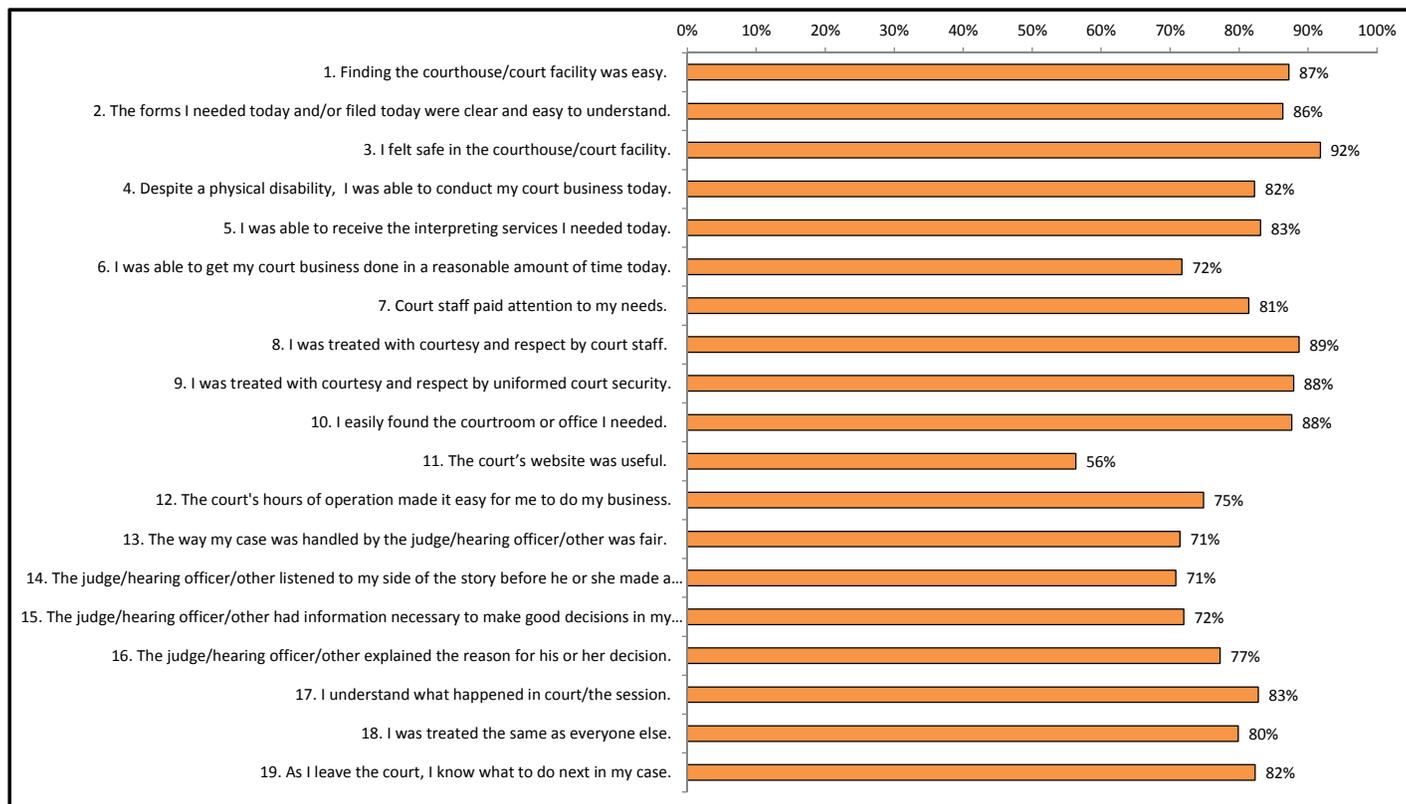
Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	14	4%	17	4%	19	5%	159	41%	182	47%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	3%	11	3%	25	7%	159	45%	145	41%	86%
3. I felt safe in the courthouse/court facility.	18	5%	4	1%	10	3%	130	33%	227	58%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	3%	6	4%	19	11%	73	43%	66	39%	82%
5. I was able to receive the interpreting services I needed today.	6	4%	3	2%	18	11%	65	41%	68	43%	83%
6. I was able to get my court business done in a reasonable amount of time today.	42	11%	27	7%	39	10%	134	35%	140	37%	72%
7. Court staff paid attention to my needs.	22	6%	14	4%	35	9%	138	36%	173	45%	81%
8. I was treated with courtesy and respect by court staff.	18	5%	11	3%	15	4%	148	38%	198	51%	89%
9. I was treated with courtesy and respect by uniformed court security.	15	4%	6	2%	25	7%	130	34%	204	54%	88%
10. I easily found the courtroom or office I needed.	13	3%	15	4%	20	5%	154	40%	186	48%	88%
11. The court's website was useful.	17	9%	12	6%	57	29%	61	31%	50	25%	56%
12. The court's hours of operation made it easy for me to do my business.	22	6%	17	5%	54	15%	143	39%	134	36%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	21	11%	8	4%	25	13%	63	33%	72	38%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	23	14%	7	4%	19	11%	57	34%	62	37%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	18	10%	6	3%	27	15%	65	36%	66	36%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	8%	6	3%	20	11%	72	41%	64	36%	77%
17. I understand what happened in court/the session.	13	7%	4	2%	15	8%	75	40%	79	42%	83%
18. I was treated the same as everyone else.	18	10%	6	3%	14	7%	67	35%	84	44%	80%
19. As I leave the court, I know what to do next in my case.	11	6%	5	3%	16	9%	63	35%	86	48%	82%

Percent That Agree or Strongly Agree



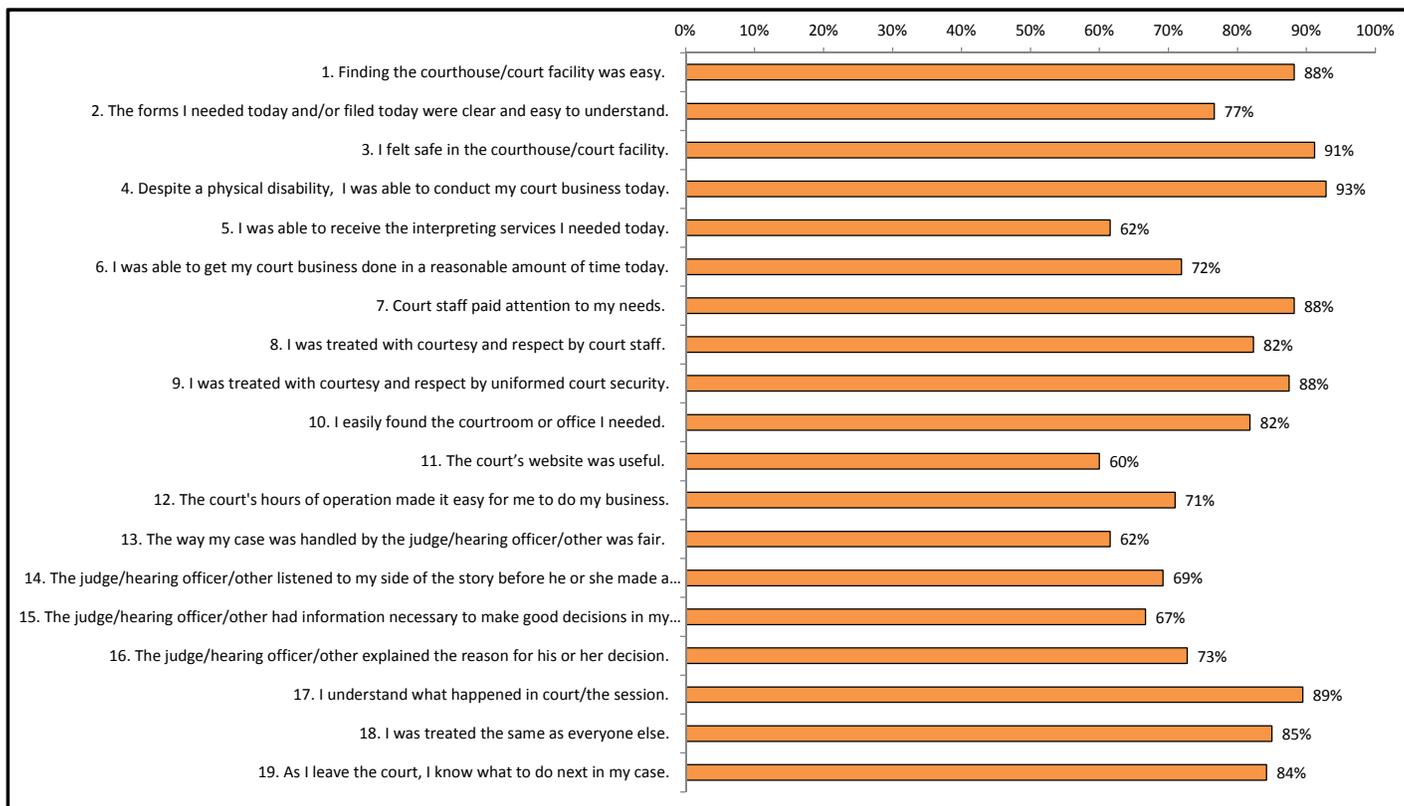
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	6%	1	3%	1	3%	14	41%	16	47%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	10%	2	7%	2	7%	11	37%	12	40%	77%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	2	6%	12	35%	19	56%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	7%	0	0%	0	0%	9	64%	4	29%	93%
5. I was able to receive the interpreting services I needed today.	2	15%	1	8%	2	15%	4	31%	4	31%	62%
6. I was able to get my court business done in a reasonable amount of time today.	3	9%	4	13%	2	6%	10	31%	13	41%	72%
7. Court staff paid attention to my needs.	3	9%	1	3%	0	0%	11	32%	19	56%	88%
8. I was treated with courtesy and respect by court staff.	1	3%	2	6%	3	9%	9	26%	19	56%	82%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	2	6%	8	25%	20	63%	88%
10. I easily found the courtroom or office I needed.	3	9%	1	3%	2	6%	12	36%	15	45%	82%
11. The court's website was useful.	2	13%	1	7%	3	20%	5	33%	4	27%	60%
12. The court's hours of operation made it easy for me to do my business.	5	16%	1	3%	3	10%	11	35%	11	35%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	15%	1	8%	2	15%	1	8%	7	54%	62%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	15%	0	0%	2	15%	2	15%	7	54%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	25%	0	0%	1	8%	1	8%	7	58%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	18%	1	9%	0	0%	1	9%	7	64%	73%
17. I understand what happened in court/the session.	1	5%	0	0%	1	5%	5	26%	12	63%	89%
18. I was treated the same as everyone else.	2	10%	0	0%	1	5%	2	10%	15	75%	85%
19. As I leave the court, I know what to do next in my case.	3	16%	0	0%	0	0%	4	21%	12	63%	84%

Percent That Agree or Strongly Agree



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

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

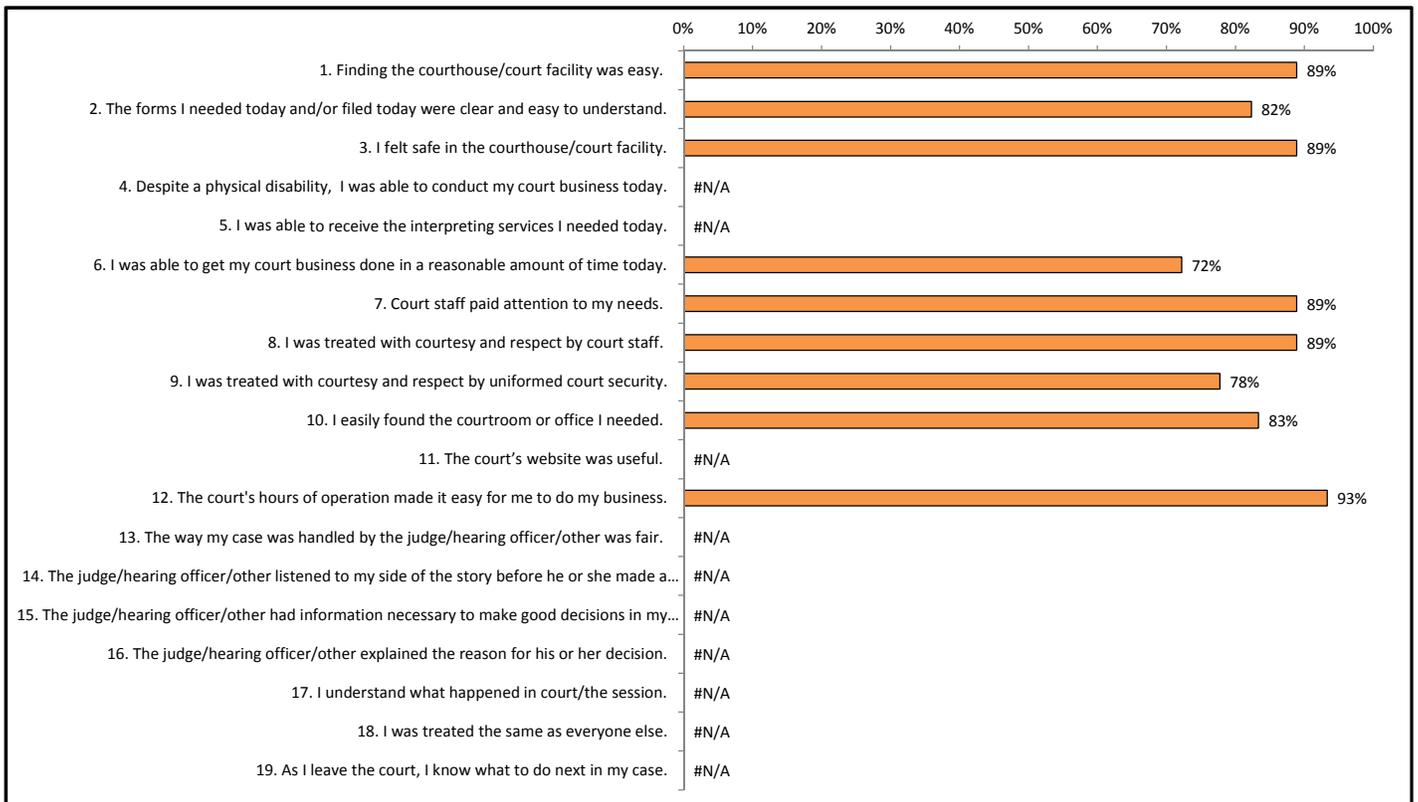


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth 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	6%	0	0%	1	6%	5	28%	11	61%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	6%	2	12%	4	24%	10	59%	82%
3. I felt safe in the courthouse/court facility.	0	0%	1	6%	1	6%	3	17%	13	72%	89%
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	6%	3	17%	1	6%	6	33%	7	39%	72%
7. Court staff paid attention to my needs.	0	0%	1	6%	1	6%	6	33%	10	56%	89%
8. I was treated with courtesy and respect by court staff.	1	6%	1	6%	0	0%	3	17%	13	72%	89%
9. I was treated with courtesy and respect by uniformed court security.	1	6%	1	6%	2	11%	2	11%	12	67%	78%
10. I easily found the courtroom or office I needed.	1	6%	2	11%	0	0%	6	33%	9	50%	83%
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%	0	0%	0	0%	6	40%	8	53%	93%
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**

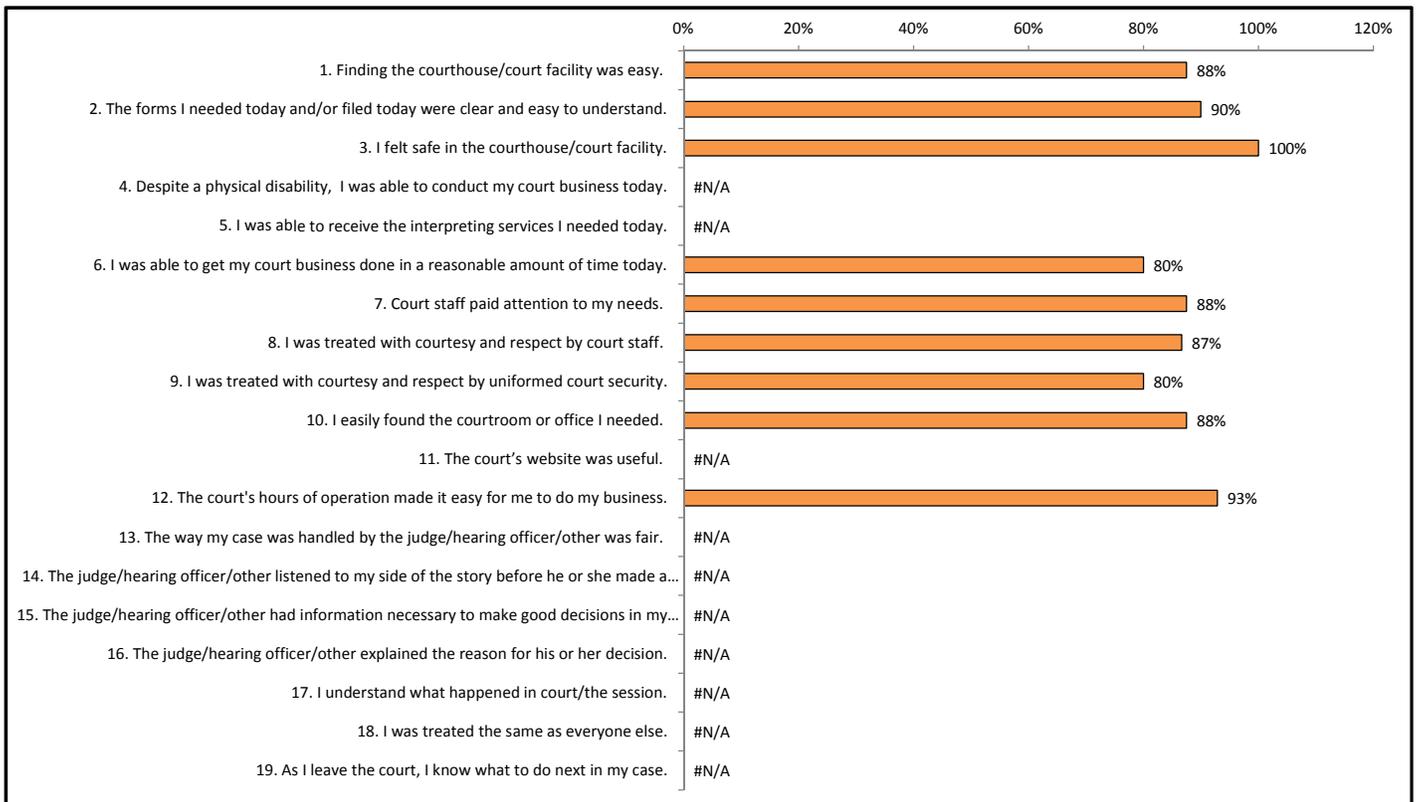


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	6%	1	6%	0	0%	2	13%	12	75%	88%
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%	0	0%	2	13%	14	88%	100%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	7%	0	0%	2	13%	5	33%	7	47%	80%
7. Court staff paid attention to my needs.	1	6%	1	6%	0	0%	4	25%	10	63%	88%
8. I was treated with courtesy and respect by court staff.	1	7%	0	0%	1	7%	0	0%	13	87%	87%
9. I was treated with courtesy and respect by uniformed court security.	2	13%	0	0%	1	7%	2	13%	10	67%	80%
10. I easily found the courtroom or office I needed.	1	6%	1	6%	0	0%	3	19%	11	69%	88%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	7%	0	0%	0	0%	4	29%	9	64%	93%
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**

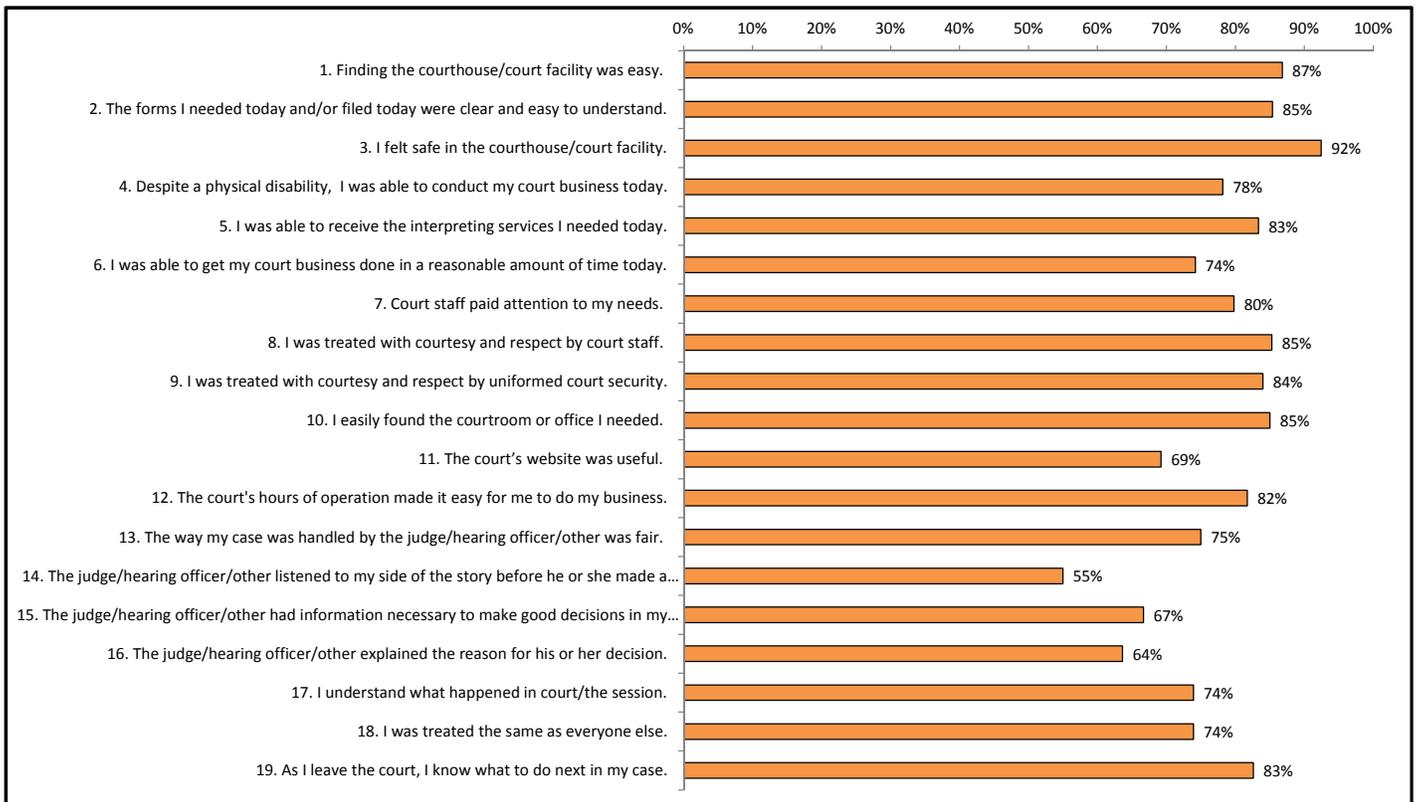


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth County**  
**Please select the description that best describes you: friend or family member**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	5%	1	1%	8	8%	40	38%	52	49%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	7%	1	1%	5	6%	42	51%	28	34%	85%
3. I felt safe in the courthouse/court facility.	3	3%	3	3%	2	2%	38	36%	60	57%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	5%	1	2%	8	15%	22	40%	21	38%	78%
5. I was able to receive the interpreting services I needed today.	3	6%	1	2%	4	8%	19	40%	21	44%	83%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	3	3%	13	14%	38	41%	31	33%	74%
7. Court staff paid attention to my needs.	4	4%	4	4%	11	12%	35	37%	40	43%	80%
8. I was treated with courtesy and respect by court staff.	4	4%	4	4%	7	7%	33	32%	54	53%	85%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	2	2%	9	9%	34	34%	50	50%	84%
10. I easily found the courtroom or office I needed.	6	6%	2	2%	7	7%	38	38%	47	47%	85%
11. The court's website was useful.	4	8%	2	4%	10	19%	18	35%	18	35%	69%
12. The court's hours of operation made it easy for me to do my business.	5	5%	4	4%	8	9%	31	33%	45	48%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	15%	1	5%	1	5%	9	45%	6	30%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	15%	3	15%	3	15%	6	30%	5	25%	55%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	19%	2	10%	1	5%	7	33%	7	33%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	0	0%	5	23%	7	32%	7	32%	64%
17. I understand what happened in court/the session.	3	13%	1	4%	2	9%	11	48%	6	26%	74%
18. I was treated the same as everyone else.	3	13%	0	0%	3	13%	8	35%	9	39%	74%
19. As I leave the court, I know what to do next in my case.	3	13%	1	4%	0	0%	9	39%	10	43%	83%

**Percent That Agree or Strongly Agree**



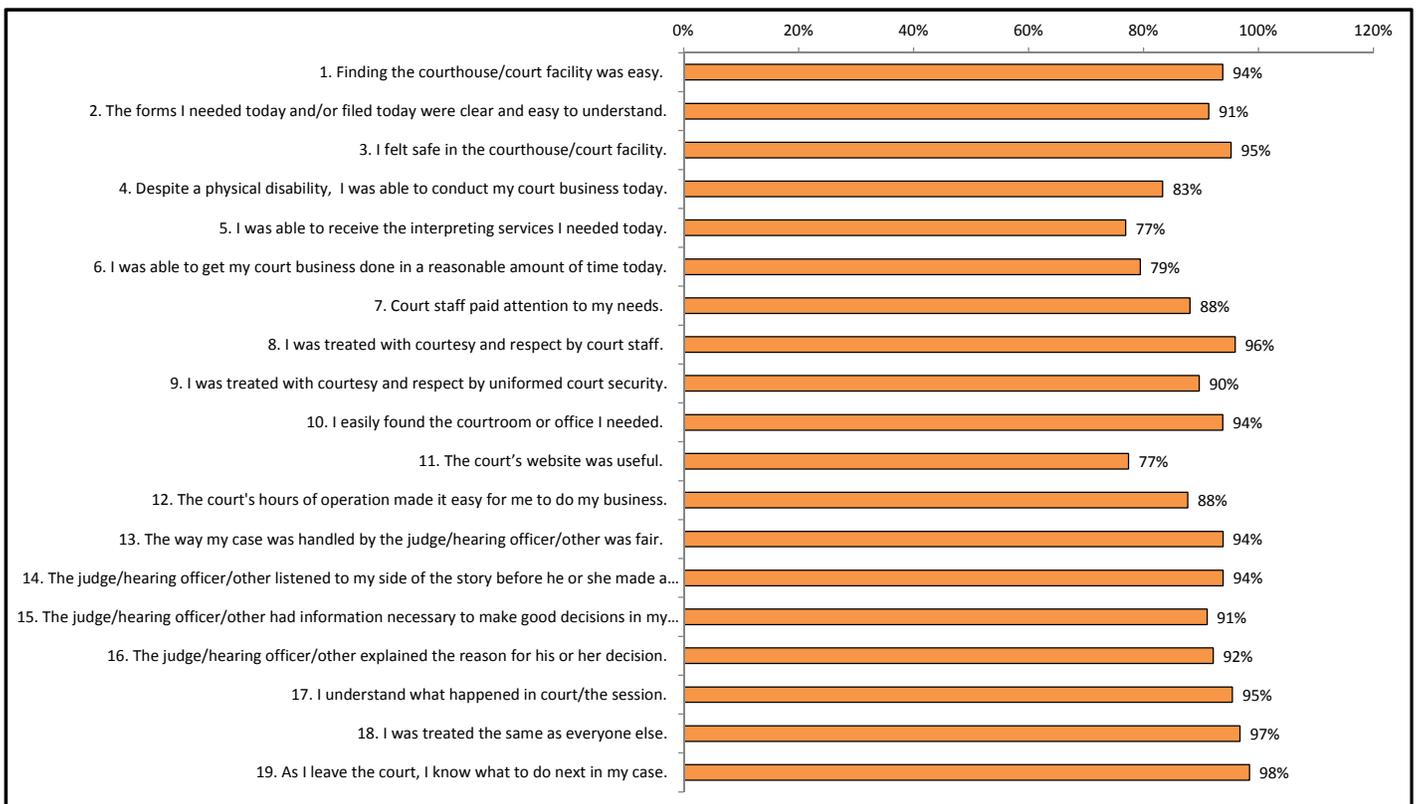
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Monmouth County

Please select the description that best describes you: private attorney

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	1%	3	2%	4	3%	44	30%	93	64%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	0	0%	5	5%	33	35%	52	56%	91%
3. I felt safe in the courthouse/court facility.	2	1%	1	1%	4	3%	28	19%	112	76%	95%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	0	0%	1	8%	4	33%	6	50%	83%
5. I was able to receive the interpreting services I needed today.	2	15%	0	0%	1	8%	4	31%	6	46%	77%
6. I was able to get my court business done in a reasonable amount of time today.	9	6%	9	6%	12	8%	53	36%	63	43%	79%
7. Court staff paid attention to my needs.	3	2%	4	3%	10	7%	43	30%	83	58%	88%
8. I was treated with courtesy and respect by court staff.	3	2%	0	0%	3	2%	28	19%	114	77%	96%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	1	1%	10	7%	28	19%	103	71%	90%
10. I easily found the courtroom or office I needed.	2	1%	3	2%	4	3%	44	30%	92	63%	94%
11. The court's website was useful.	2	3%	5	8%	7	11%	20	32%	28	45%	77%
12. The court's hours of operation made it easy for me to do my business.	3	2%	2	2%	10	8%	40	33%	67	55%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	3%	0	0%	2	3%	19	29%	42	65%	94%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	0	0%	2	4%	13	27%	33	67%	94%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	2%	2	4%	2	4%	14	25%	37	66%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2%	2	4%	1	2%	15	29%	32	63%	92%
17. I understand what happened in court/the session.	0	0%	2	3%	1	2%	13	20%	50	76%	95%
18. I was treated the same as everyone else.	1	2%	1	2%	0	0%	10	16%	51	81%	97%
19. As I leave the court, I know what to do next in my case.	0	0%	1	2%	0	0%	13	20%	50	78%	98%

Percent That Agree or Strongly Agree



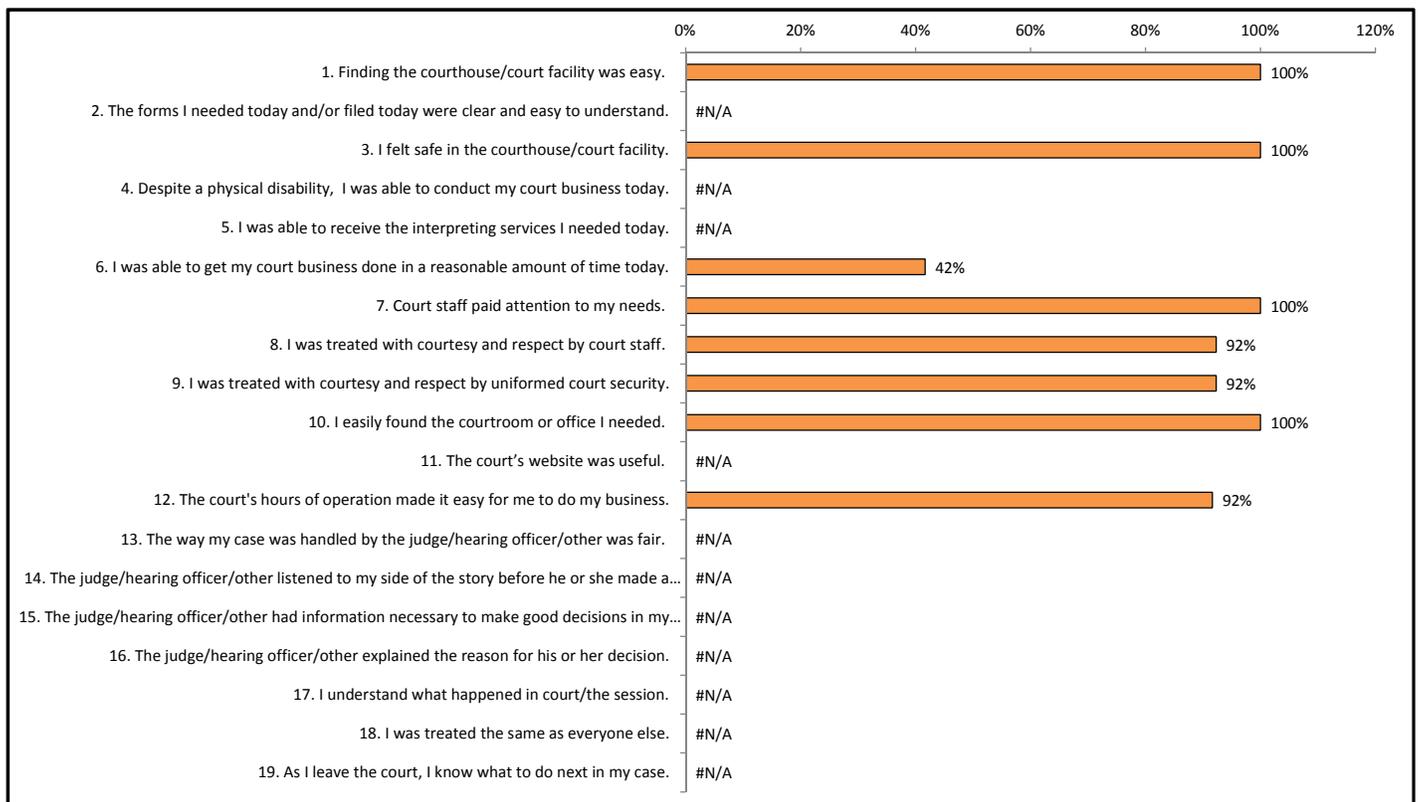
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	0	0%	2	15%	11	85%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	1	8%	12	92%	100%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	3	25%	1	8%	3	25%	2	17%	3	25%	42%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	2	20%	8	80%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	1	8%	0	0%	2	15%	10	77%	92%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	8%	0	0%	12	92%	92%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	1	8%	12	92%	100%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	1	8%	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.	#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

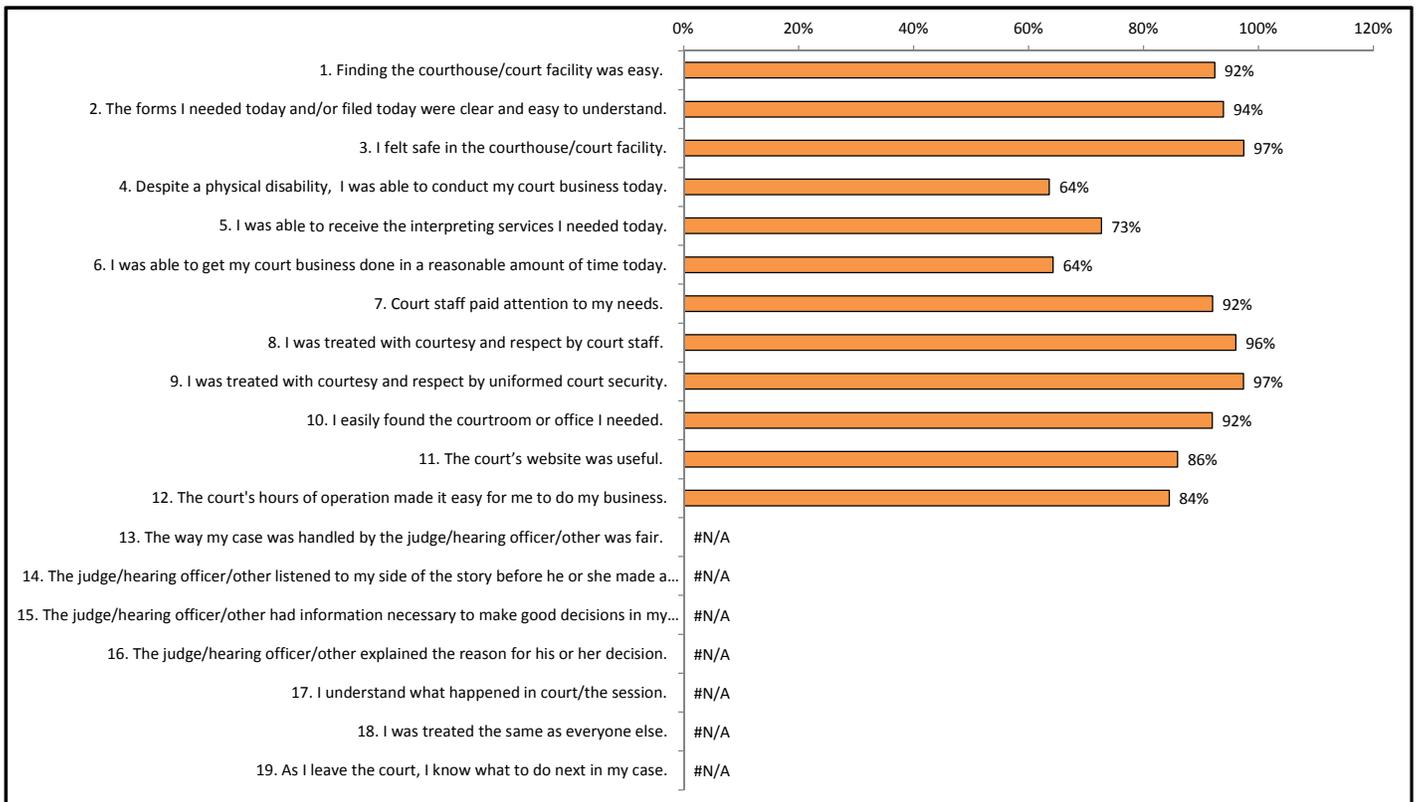


Monmouth County

Please select the description that best describes you: juror

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	3%	3	4%	1	1%	22	28%	51	65%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	1	2%	2	3%	27	41%	35	53%	94%
3. I felt safe in the courthouse/court facility.	1	1%	0	0%	1	1%	22	28%	55	70%	97%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	4	36%	3	27%	4	36%	64%
5. I was able to receive the interpreting services I needed today.	1	9%	0	0%	2	18%	5	45%	3	27%	73%
6. I was able to get my court business done in a reasonable amount of time today.	4	10%	1	2%	10	24%	15	36%	12	29%	64%
7. Court staff paid attention to my needs.	2	3%	0	0%	3	5%	20	32%	38	60%	92%
8. I was treated with courtesy and respect by court staff.	1	1%	1	1%	1	1%	18	23%	56	73%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	0	0%	1	1%	19	24%	57	73%	97%
10. I easily found the courtroom or office I needed.	1	1%	2	3%	3	4%	21	28%	48	64%	92%
11. The court's website was useful.	1	2%	3	5%	5	8%	18	28%	37	58%	86%
12. The court's hours of operation made it easy for me to do my business.	1	2%	0	0%	8	14%	20	34%	29	50%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

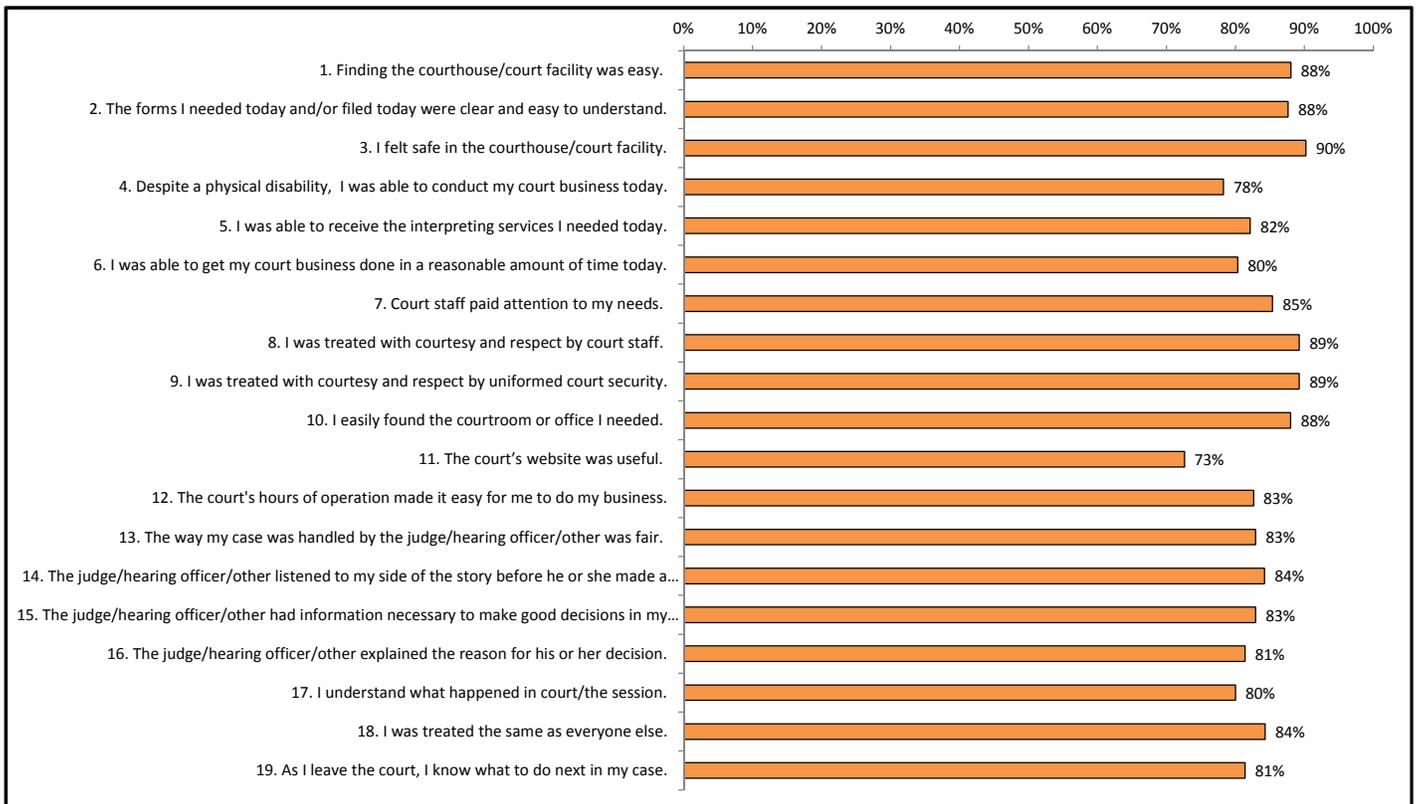


Monmouth County

Please select the description that best describes you: other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	14	8%	7	4%	1	1%	60	33%	102	55%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	8%	1	1%	6	4%	55	36%	80	52%	88%
3. I felt safe in the courthouse/court facility.	9	5%	5	3%	4	2%	44	24%	122	66%	90%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	6	7%	11	12%	26	28%	46	50%	78%
5. I was able to receive the interpreting services I needed today.	5	6%	2	2%	8	10%	27	32%	42	50%	82%
6. I was able to get my court business done in a reasonable amount of time today.	11	6%	13	8%	10	6%	56	32%	83	48%	80%
7. Court staff paid attention to my needs.	10	6%	2	1%	13	8%	49	29%	97	57%	85%
8. I was treated with courtesy and respect by court staff.	9	5%	4	2%	6	3%	53	30%	105	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	9	5%	1	1%	9	5%	46	26%	112	63%	89%
10. I easily found the courtroom or office I needed.	7	4%	5	3%	9	5%	50	29%	104	59%	88%
11. The court's website was useful.	8	10%	2	2%	13	15%	27	32%	34	40%	73%
12. The court's hours of operation made it easy for me to do my business.	10	6%	6	4%	13	8%	54	32%	84	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	10%	2	5%	1	2%	15	37%	19	46%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	13%	1	3%	0	0%	18	47%	14	37%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	12%	1	2%	1	2%	19	46%	15	37%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	12%	1	2%	2	5%	18	42%	17	40%	81%
17. I understand what happened in court/the session.	6	13%	2	4%	1	2%	14	31%	22	49%	80%
18. I was treated the same as everyone else.	5	10%	2	4%	1	2%	18	35%	25	49%	84%
19. As I leave the court, I know what to do next in my case.	5	12%	1	2%	2	5%	15	35%	20	47%	81%

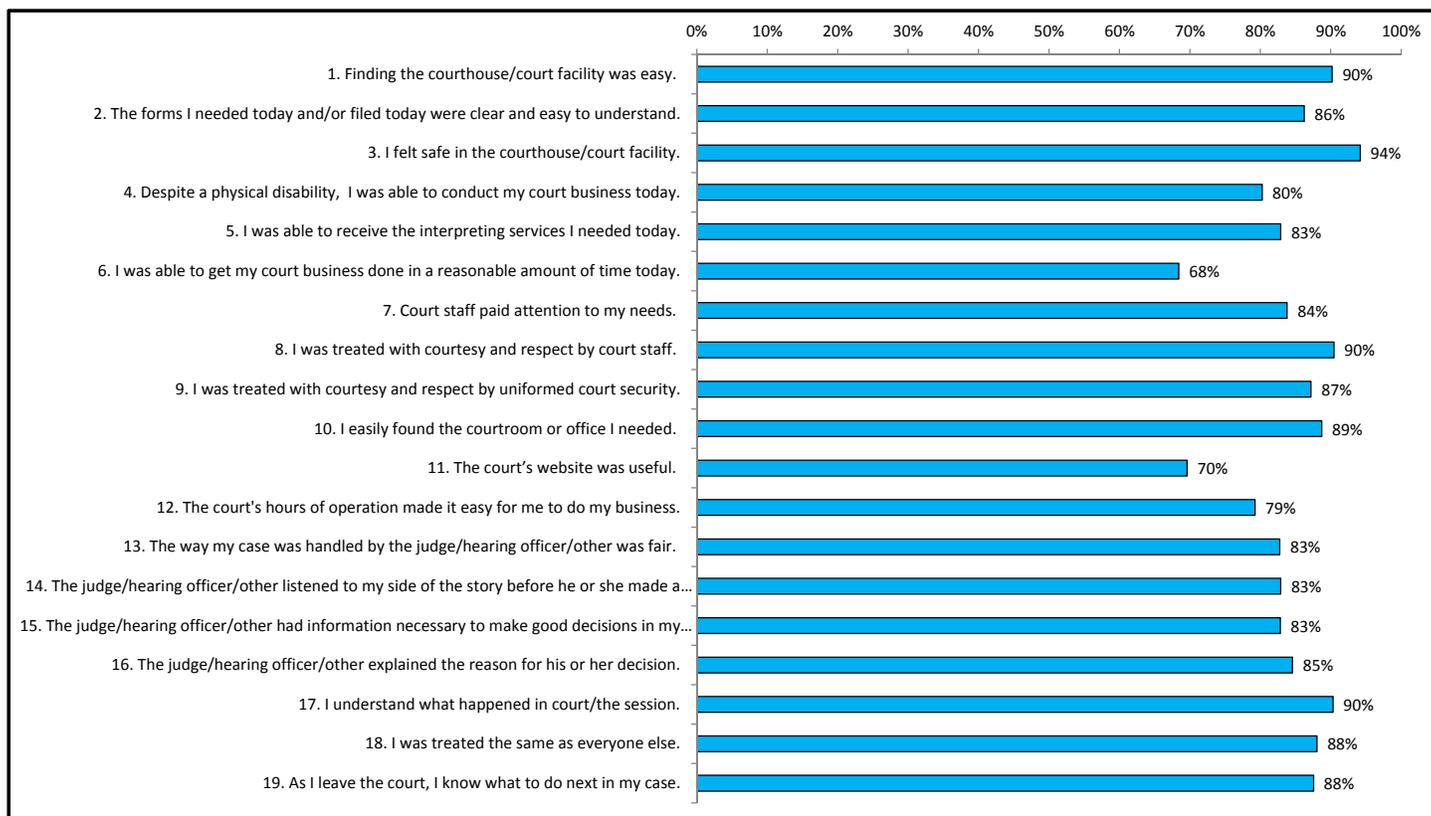
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth 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%	10	3%	11	4%	96	32%	171	58%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	7	3%	15	7%	81	37%	107	49%	86%
3. I felt safe in the courthouse/court facility.	10	3%	0	0%	7	2%	69	24%	207	71%	94%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	3	4%	8	11%	27	36%	34	45%	80%
5. I was able to receive the interpreting services I needed today.	5	7%	1	1%	7	9%	23	30%	40	53%	83%
6. I was able to get my court business done in a reasonable amount of time today.	28	10%	29	10%	33	12%	84	29%	111	39%	68%
7. Court staff paid attention to my needs.	12	4%	9	3%	25	9%	78	27%	160	56%	84%
8. I was treated with courtesy and respect by court staff.	10	3%	6	2%	12	4%	70	24%	196	67%	90%
9. I was treated with courtesy and respect by uniformed court security.	10	3%	6	2%	21	7%	52	18%	200	69%	87%
10. I easily found the courtroom or office I needed.	11	4%	10	3%	12	4%	86	29%	174	59%	89%
11. The court's website was useful.	4	3%	9	7%	25	20%	29	23%	58	46%	70%
12. The court's hours of operation made it easy for me to do my business.	17	6%	12	5%	26	10%	79	30%	131	49%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	12	7%	1	1%	17	10%	56	32%	88	51%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	7%	2	1%	13	9%	49	32%	77	51%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	6%	3	2%	16	9%	49	29%	91	54%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	6%	3	2%	12	7%	54	33%	83	51%	85%
17. I understand what happened in court/the session.	7	4%	2	1%	9	5%	64	34%	104	56%	90%
18. I was treated the same as everyone else.	11	6%	5	3%	6	3%	55	30%	107	58%	88%
19. As I leave the court, I know what to do next in my case.	7	4%	5	3%	10	6%	51	29%	104	59%	88%

**Percent That Agree or Strongly Agree**

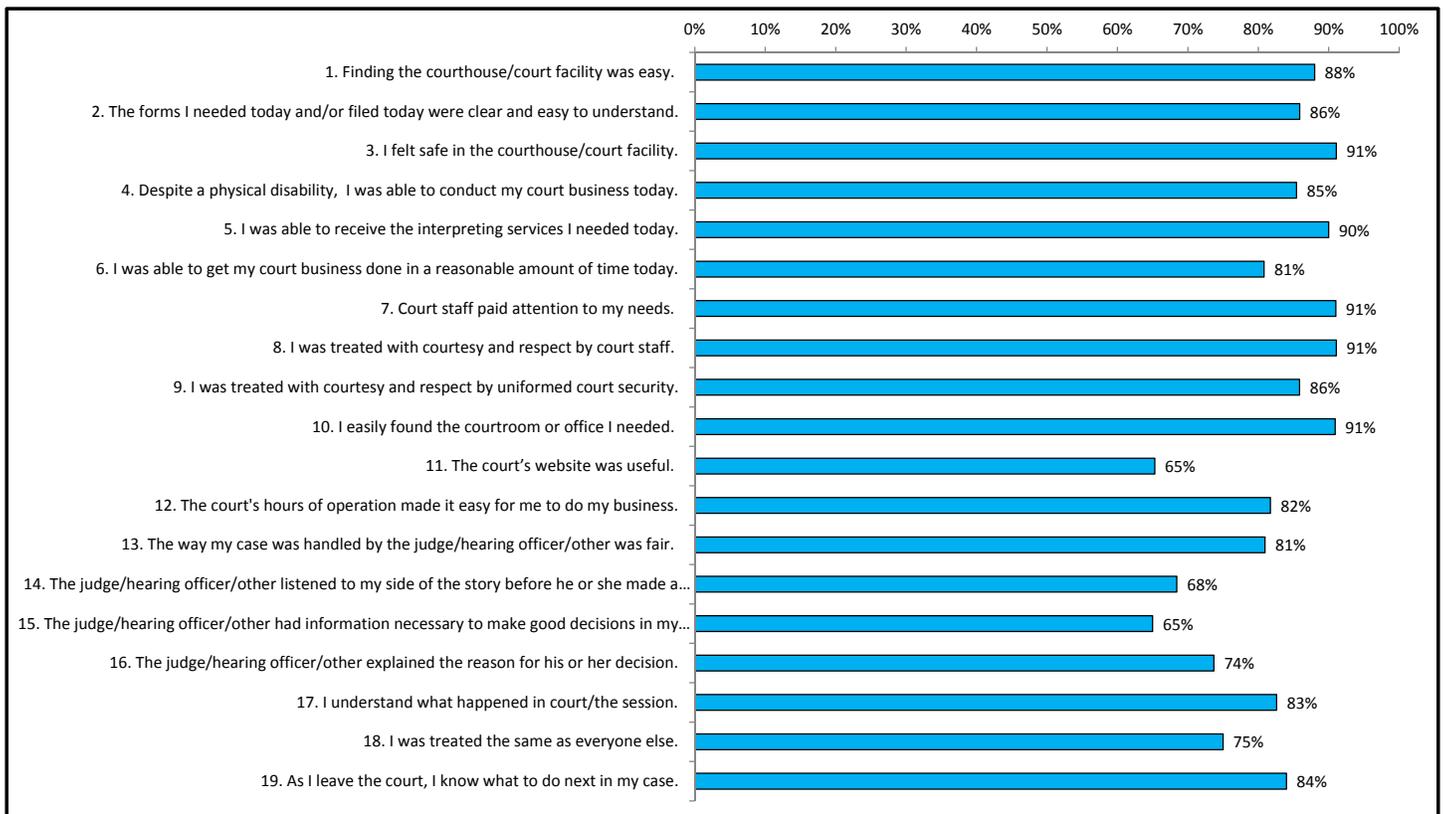


Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	6%	3	3%	3	3%	32	32%	56	56%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	5%	3	3%	5	5%	29	32%	50	54%	86%
3. I felt safe in the courthouse/court facility.	5	5%	1	1%	3	3%	21	21%	71	70%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	2	4%	3	6%	15	31%	26	54%	85%
5. I was able to receive the interpreting services I needed today.	2	5%	0	0%	2	5%	11	28%	25	63%	90%
6. I was able to get my court business done in a reasonable amount of time today.	9	9%	2	2%	8	8%	25	25%	55	56%	81%
7. Court staff paid attention to my needs.	4	4%	3	3%	2	2%	24	24%	67	67%	91%
8. I was treated with courtesy and respect by court staff.	4	4%	3	3%	2	2%	21	21%	71	70%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	4%	3	3%	7	7%	22	22%	63	64%	86%
10. I easily found the courtroom or office I needed.	5	5%	4	4%	0	0%	32	32%	58	59%	91%
11. The court's website was useful.	5	10%	2	4%	10	20%	11	22%	21	43%	65%
12. The court's hours of operation made it easy for me to do my business.	5	5%	3	3%	9	10%	27	29%	49	53%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	0	0%	3	14%	8	38%	9	43%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	0	0%	4	21%	6	32%	7	37%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	10%	0	0%	5	25%	6	30%	7	35%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	16%	0	0%	2	11%	9	47%	5	26%	74%
17. I understand what happened in court/the session.	2	9%	0	0%	2	9%	7	30%	12	52%	83%
18. I was treated the same as everyone else.	2	8%	2	8%	2	8%	7	29%	11	46%	75%
19. As I leave the court, I know what to do next in my case.	2	8%	0	0%	2	8%	5	20%	16	64%	84%

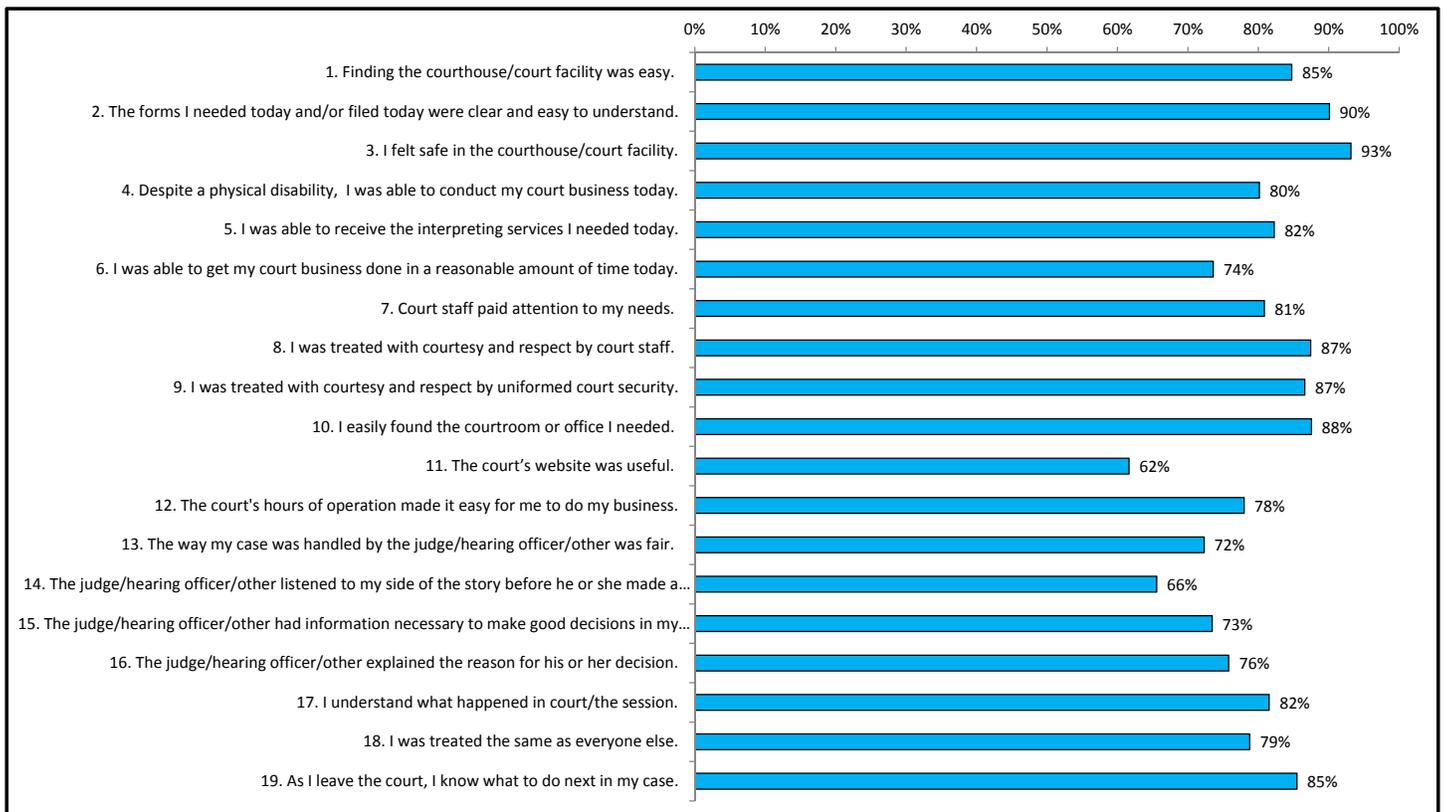
Percent That Agree or Strongly Agree



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.	8	4%	16	7%	10	4%	96	43%	93	42%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	3%	3	1%	10	5%	96	48%	86	43%	90%
3. I felt safe in the courthouse/court facility.	5	2%	3	1%	7	3%	83	38%	121	55%	93%
4. Despite a physical disability, I was able to conduct my court business today.	3	2%	3	2%	20	15%	52	40%	53	40%	80%
5. I was able to receive the interpreting services I needed today.	2	2%	2	2%	18	15%	50	40%	52	42%	82%
6. I was able to get my court business done in a reasonable amount of time today.	20	9%	21	10%	16	7%	78	36%	81	38%	74%
7. Court staff paid attention to my needs.	15	7%	6	3%	19	9%	79	38%	90	43%	81%
8. I was treated with courtesy and respect by court staff.	10	5%	6	3%	11	5%	85	40%	103	48%	87%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	3	1%	19	9%	78	37%	103	49%	87%
10. I easily found the courtroom or office I needed.	7	3%	5	2%	15	7%	84	39%	106	49%	88%
11. The court's website was useful.	11	8%	5	4%	35	26%	47	35%	35	26%	62%
12. The court's hours of operation made it easy for me to do my business.	11	5%	7	3%	28	13%	87	42%	76	36%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	9%	6	9%	6	9%	24	37%	23	35%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	15%	4	7%	8	13%	23	38%	17	28%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	9%	3	5%	8	13%	30	47%	17	27%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	8%	2	3%	8	13%	30	48%	17	27%	76%
17. I understand what happened in court/the session.	5	8%	2	3%	5	8%	28	43%	25	38%	82%
18. I was treated the same as everyone else.	3	5%	3	5%	8	12%	28	42%	24	36%	79%
19. As I leave the court, I know what to do next in my case.	2	3%	2	3%	5	8%	29	47%	24	39%	85%

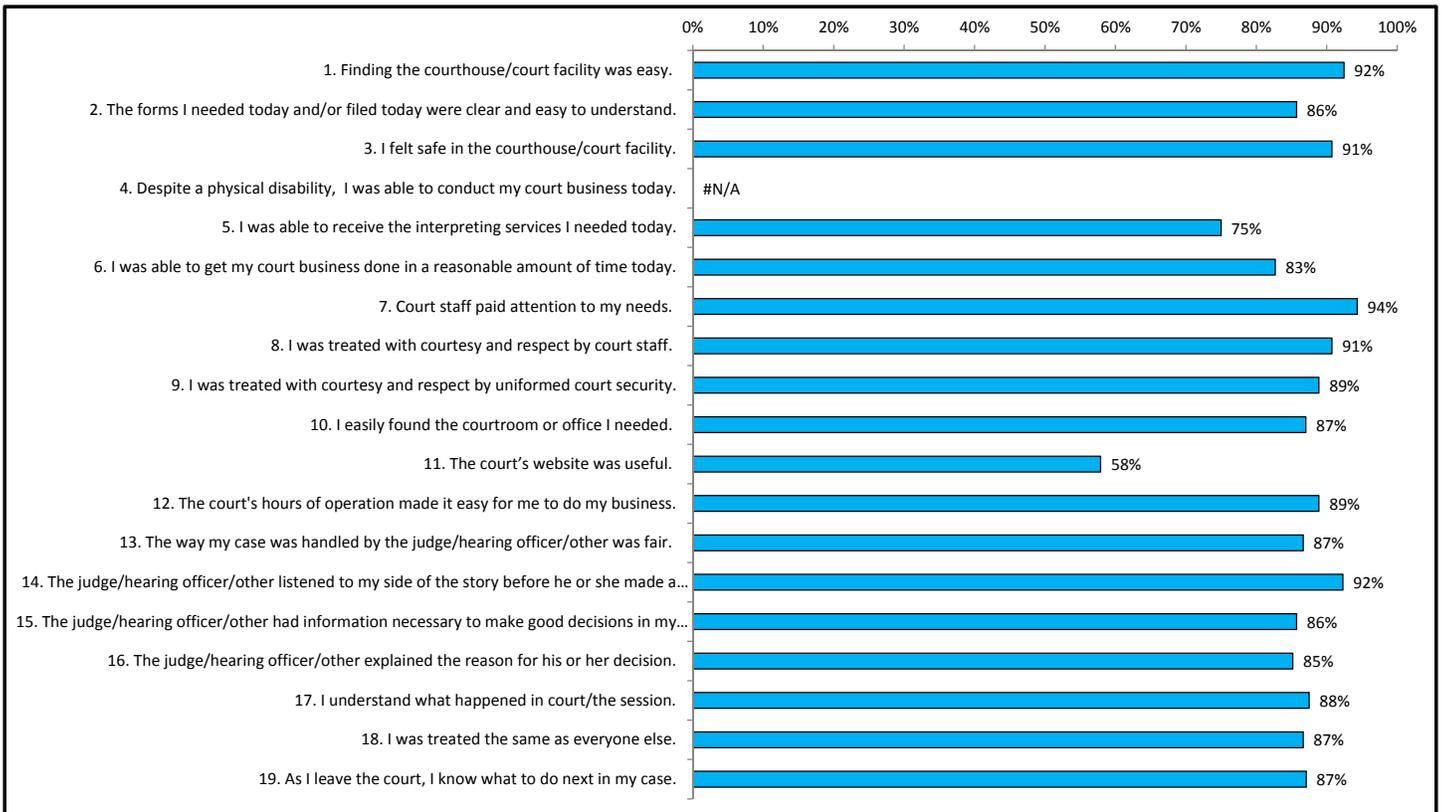
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	4%	2	4%	0	0%	16	30%	33	62%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	0	0%	4	11%	11	31%	19	54%	86%
3. I felt safe in the courthouse/court facility.	2	4%	2	4%	1	2%	16	30%	33	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	2	17%	0	0%	1	8%	6	50%	3	25%	75%
6. I was able to get my court business done in a reasonable amount of time today.	2	4%	1	2%	6	12%	27	52%	16	31%	83%
7. Court staff paid attention to my needs.	1	2%	2	4%	0	0%	27	51%	23	43%	94%
8. I was treated with courtesy and respect by court staff.	1	2%	2	4%	2	4%	21	39%	28	52%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	2	4%	2	4%	22	41%	26	48%	89%
10. I easily found the courtroom or office I needed.	1	2%	3	6%	3	6%	19	35%	28	52%	87%
11. The court's website was useful.	0	0%	4	21%	4	21%	10	53%	1	5%	58%
12. The court's hours of operation made it easy for me to do my business.	1	2%	1	2%	3	7%	20	44%	20	44%	89%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	1	3%	2	7%	9	30%	17	57%	87%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	4%	1	4%	0	0%	8	31%	16	62%	92%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	4%	2	7%	1	4%	10	36%	14	50%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	4%	1	4%	2	7%	10	37%	13	48%	85%
17. I understand what happened in court/the session.	0	0%	2	6%	2	6%	7	22%	21	66%	88%
18. I was treated the same as everyone else.	0	0%	2	7%	2	7%	5	17%	21	70%	87%
19. As I leave the court, I know what to do next in my case.	0	0%	2	6%	2	6%	5	16%	22	71%	87%

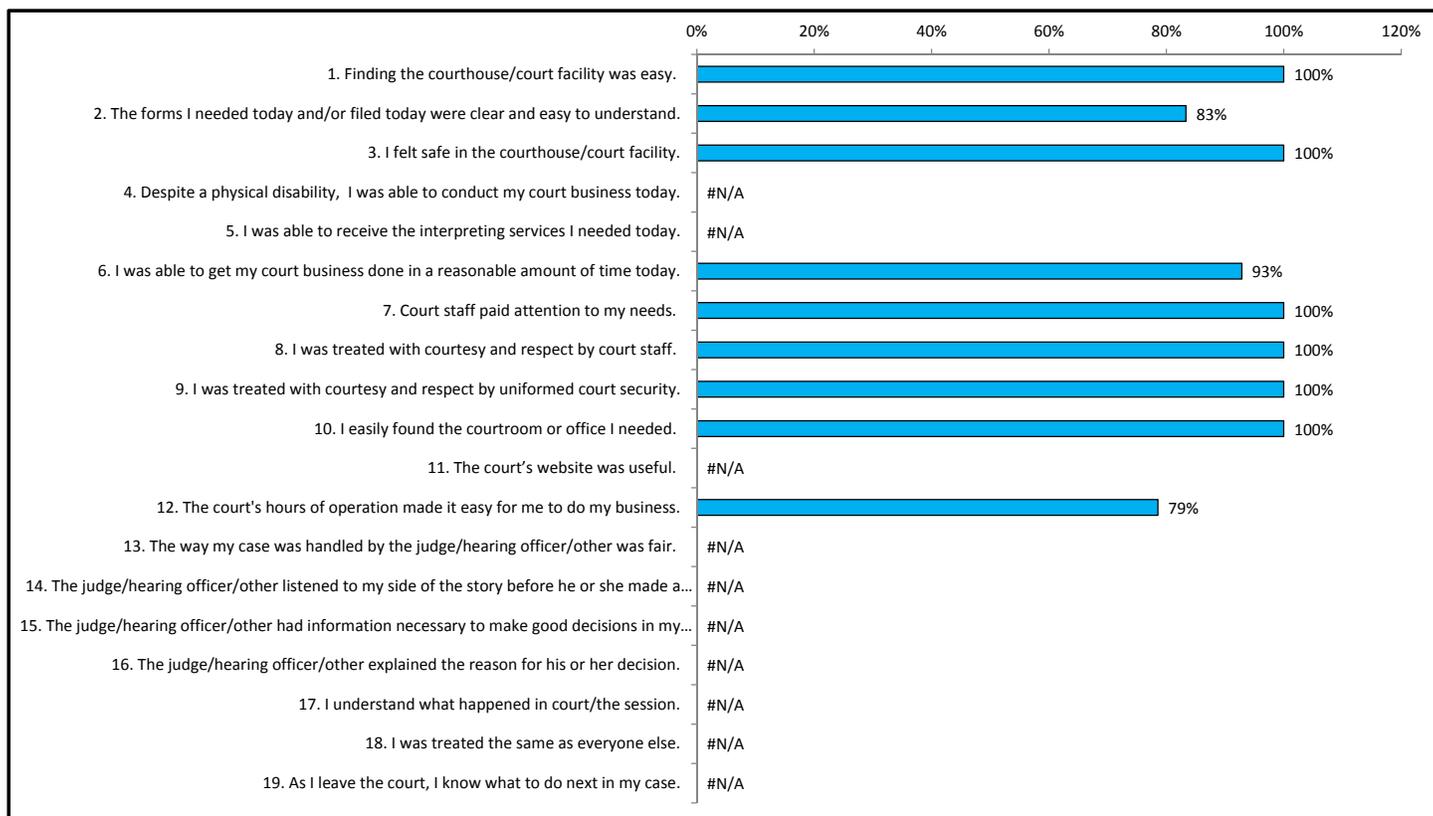
**Percent That Agree or Strongly Agree**



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.	0	0%	0	0%	0	0%	6	43%	8	57%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	8%	1	8%	2	17%	8	67%	83%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	1	7%	13	93%	100%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	1	7%	5	36%	8	57%	93%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	3	21%	11	79%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	2	14%	12	86%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	29%	10	71%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	4	29%	10	71%	100%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	3	21%	5	36%	6	43%	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

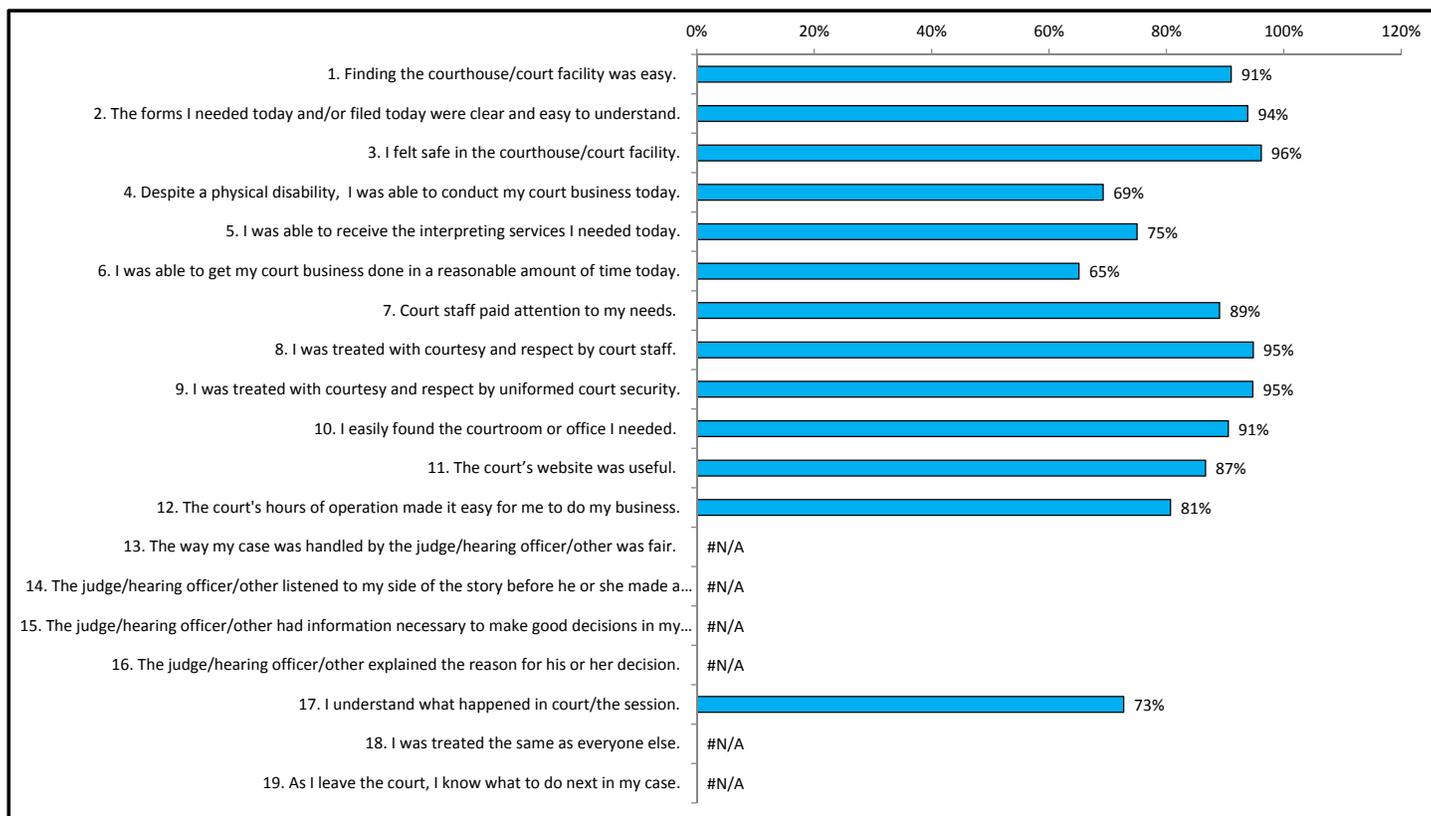


Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	5%	2	3%	1	1%	22	28%	49	63%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	1	2%	1	2%	26	40%	35	54%	94%
3. I felt safe in the courthouse/court facility.	2	3%	1	1%	0	0%	24	31%	51	65%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	0	0%	3	23%	5	38%	4	31%	69%
5. I was able to receive the interpreting services I needed today.	1	8%	0	0%	2	17%	8	67%	1	8%	75%
6. I was able to get my court business done in a reasonable amount of time today.	6	14%	1	2%	8	19%	18	42%	10	23%	65%
7. Court staff paid attention to my needs.	3	5%	1	2%	3	5%	22	34%	35	55%	89%
8. I was treated with courtesy and respect by court staff.	3	4%	0	0%	1	1%	20	26%	53	69%	95%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	0	0%	1	1%	19	25%	53	70%	95%
10. I easily found the courtroom or office I needed.	2	3%	2	3%	3	4%	22	30%	45	61%	91%
11. The court's website was useful.	1	2%	3	5%	4	7%	19	32%	33	55%	87%
12. The court's hours of operation made it easy for me to do my business.	3	5%	0	0%	8	14%	21	37%	25	44%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	1	9%	1	9%	1	9%	4	36%	4	36%	73%
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

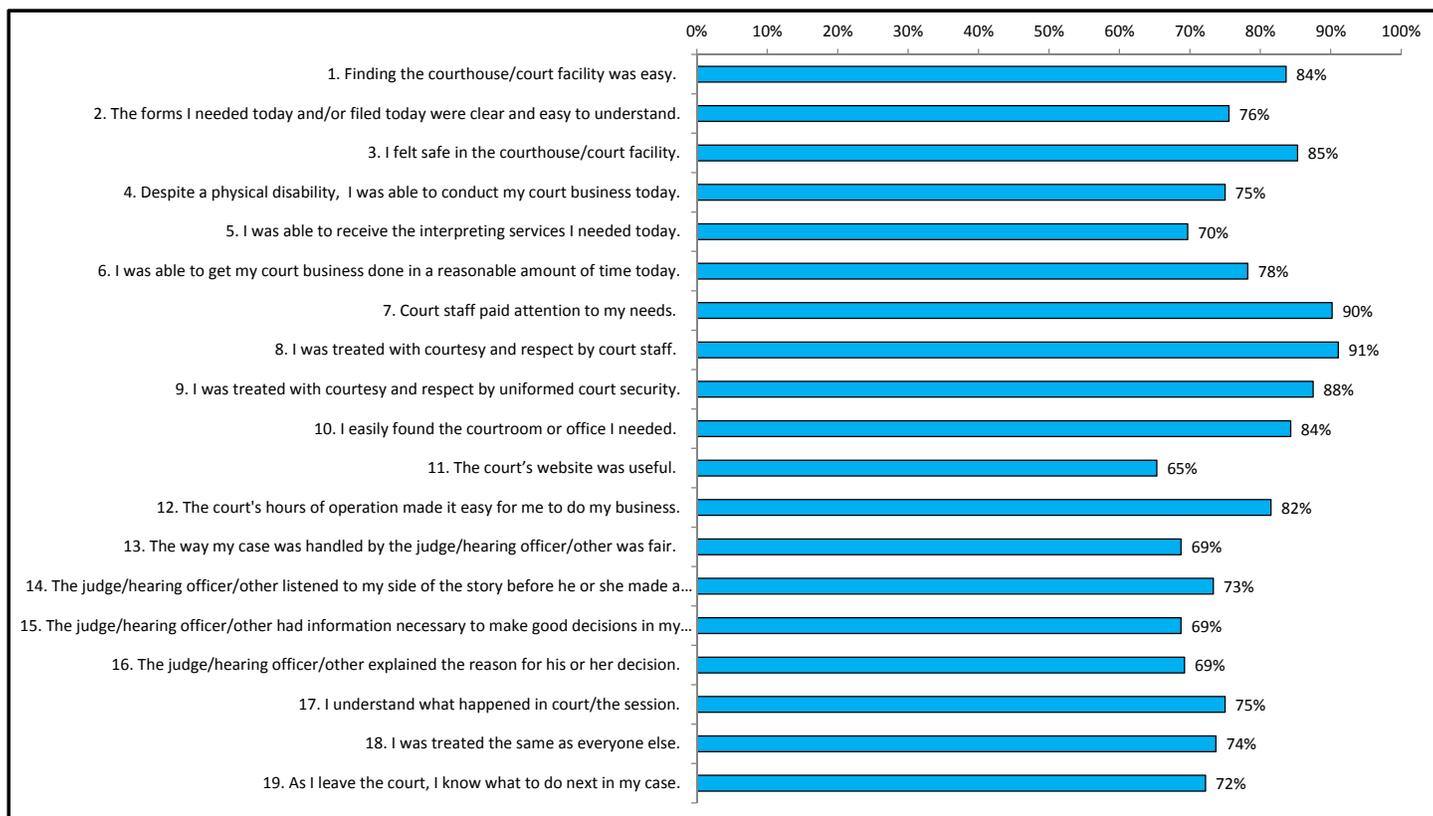
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	6%	5	5%	6	6%	29	28%	58	56%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	9%	4	4%	10	11%	30	33%	38	42%	76%
3. I felt safe in the courthouse/court facility.	6	6%	2	2%	7	7%	16	16%	71	70%	85%
4. Despite a physical disability, I was able to conduct my court business today.	2	7%	1	4%	4	14%	9	32%	12	43%	75%
5. I was able to receive the interpreting services I needed today.	6	18%	1	3%	3	9%	10	30%	13	39%	70%
6. I was able to get my court business done in a reasonable amount of time today.	8	8%	5	5%	9	9%	30	30%	49	49%	78%
7. Court staff paid attention to my needs.	6	6%	2	2%	2	2%	35	34%	57	56%	90%
8. I was treated with courtesy and respect by court staff.	5	5%	3	3%	1	1%	31	31%	61	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	7%	1	1%	5	5%	27	26%	64	62%	88%
10. I easily found the courtroom or office I needed.	6	6%	5	5%	5	5%	29	28%	57	56%	84%
11. The court's website was useful.	8	16%	1	2%	8	16%	11	22%	21	43%	65%
12. The court's hours of operation made it easy for me to do my business.	7	8%	2	2%	8	9%	30	33%	45	49%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	13%	1	6%	2	13%	4	25%	7	44%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	13%	2	13%	0	0%	3	20%	8	53%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	19%	1	6%	1	6%	4	25%	7	44%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	23%	1	8%	0	0%	4	31%	5	38%	69%
17. I understand what happened in court/the session.	2	13%	2	13%	0	0%	4	25%	8	50%	75%
18. I was treated the same as everyone else.	3	16%	1	5%	1	5%	4	21%	10	53%	74%
19. As I leave the court, I know what to do next in my case.	2	11%	2	11%	1	6%	4	22%	9	50%	72%

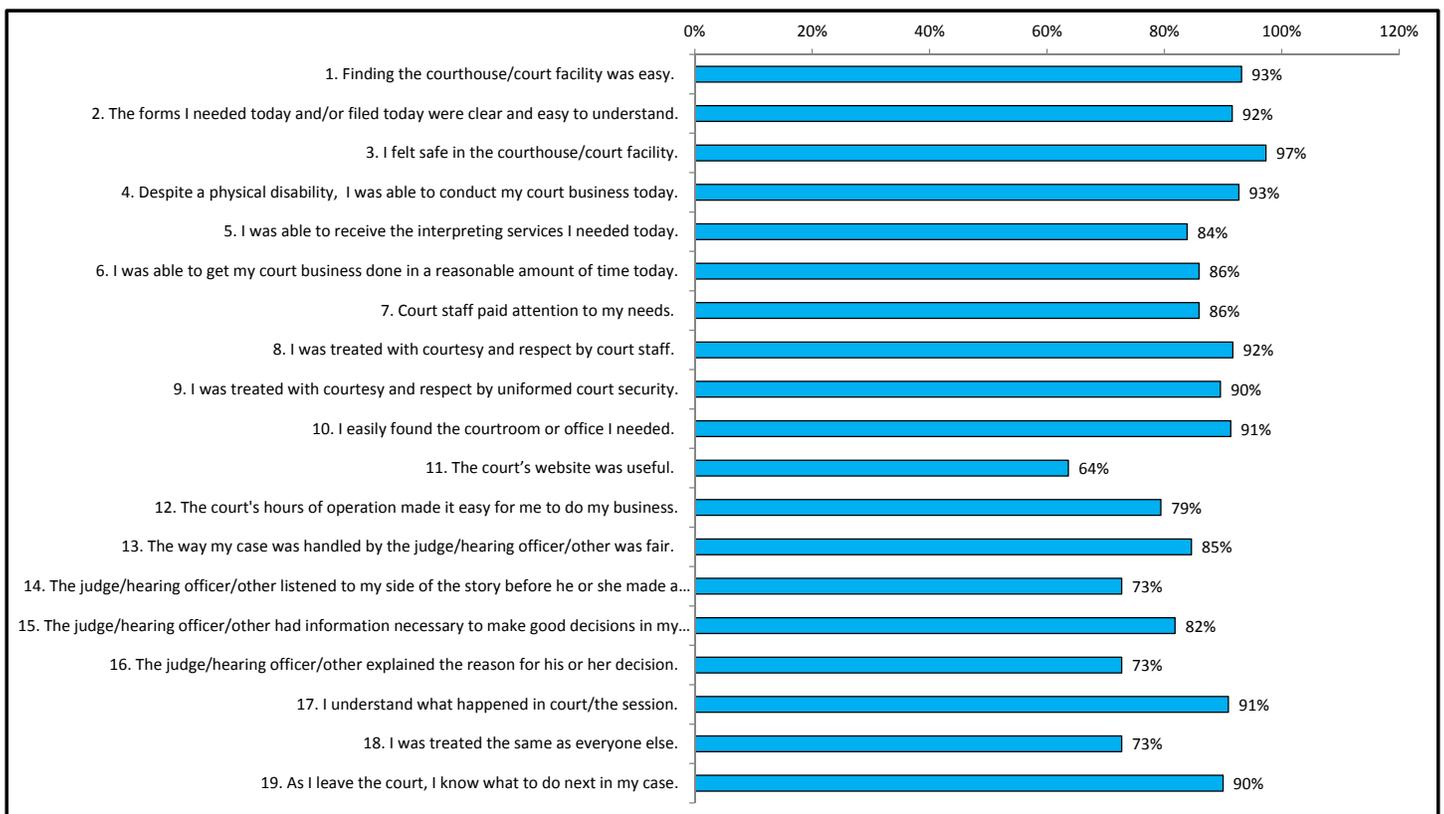
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	1%	2	3%	2	3%	31	42%	37	51%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	3	4%	2	3%	38	54%	27	38%	92%
3. I felt safe in the courthouse/court facility.	0	0%	1	1%	1	1%	28	38%	44	59%	97%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	2%	2	5%	22	54%	16	39%	93%
5. I was able to receive the interpreting services I needed today.	1	3%	2	6%	2	6%	18	58%	8	26%	84%
6. I was able to get my court business done in a reasonable amount of time today.	1	1%	1	1%	8	11%	31	44%	30	42%	86%
7. Court staff paid attention to my needs.	0	0%	2	3%	8	11%	30	42%	31	44%	86%
8. I was treated with courtesy and respect by court staff.	0	0%	2	3%	4	6%	30	42%	36	50%	92%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	1%	6	9%	27	40%	33	49%	90%
10. I easily found the courtroom or office I needed.	1	1%	2	3%	3	4%	32	46%	31	45%	91%
11. The court's website was useful.	6	14%	1	2%	9	20%	19	43%	9	20%	64%
12. The court's hours of operation made it easy for me to do my business.	2	3%	4	6%	8	12%	27	40%	27	40%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	1	8%	0	0%	8	62%	3	23%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	9%	1	9%	1	9%	7	64%	1	9%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	9%	0	0%	1	9%	8	73%	1	9%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	18%	0	0%	1	9%	7	64%	1	9%	73%
17. I understand what happened in court/the session.	0	0%	0	0%	1	9%	6	55%	4	36%	91%
18. I was treated the same as everyone else.	0	0%	1	9%	2	18%	6	55%	2	18%	73%
19. As I leave the court, I know what to do next in my case.	1	10%	0	0%	0	0%	7	70%	2	20%	90%

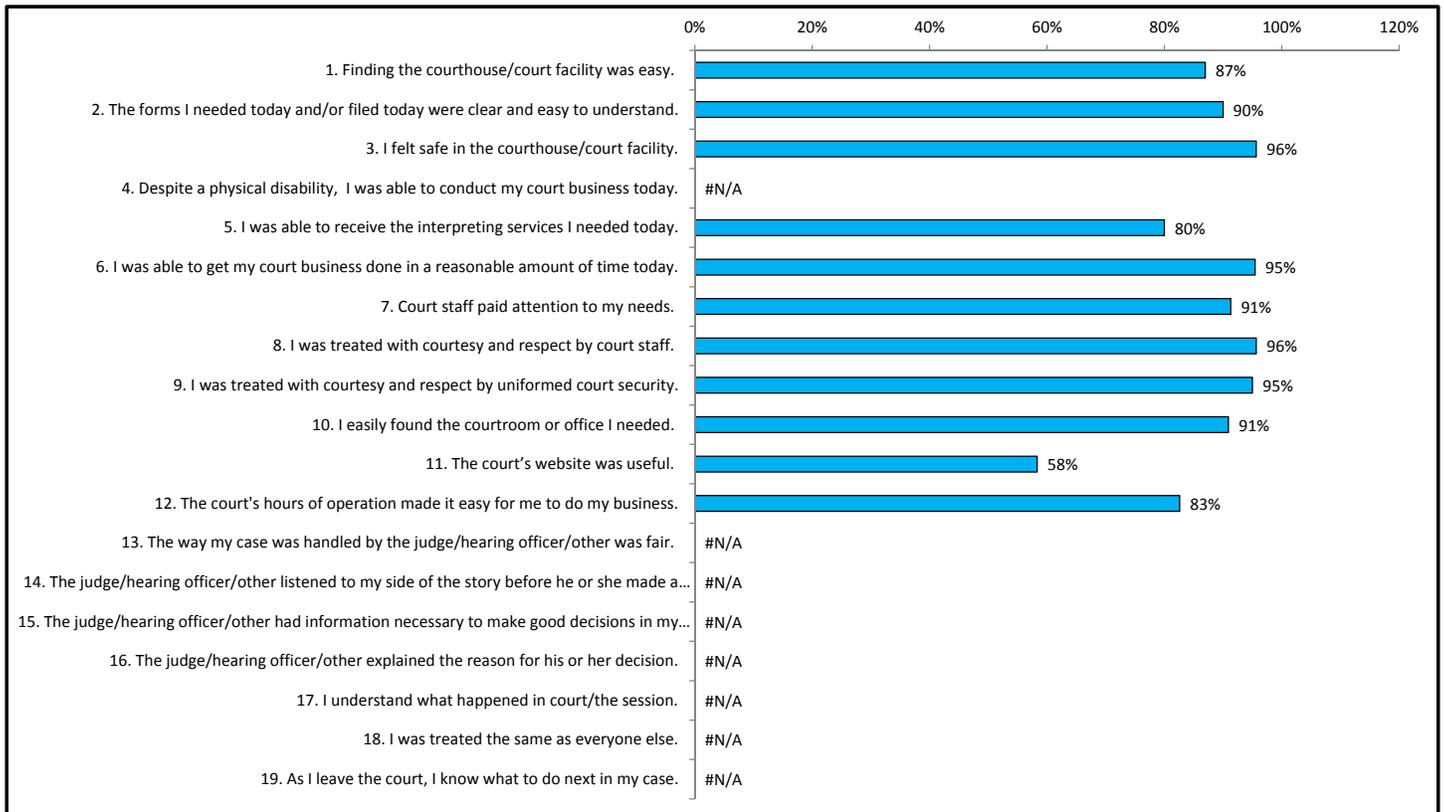
Percent That Agree or Strongly Agree



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	13%	0	0%	0	0%	7	30%	13	57%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	1	5%	0	0%	8	40%	10	50%	90%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	0	0%	7	30%	15	65%	96%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	20%	2	20%	6	60%	80%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	1	5%	6	27%	15	68%	95%
7. Court staff paid attention to my needs.	1	4%	0	0%	1	4%	4	17%	17	74%	91%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	0	0%	5	22%	17	74%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	5%	0	0%	0	0%	4	20%	15	75%	95%
10. I easily found the courtroom or office I needed.	1	5%	1	5%	0	0%	7	32%	13	59%	91%
11. The court's website was useful.	1	8%	1	8%	3	25%	3	25%	4	33%	58%
12. The court's hours of operation made it easy for me to do my business.	1	4%	0	0%	3	13%	6	26%	13	57%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

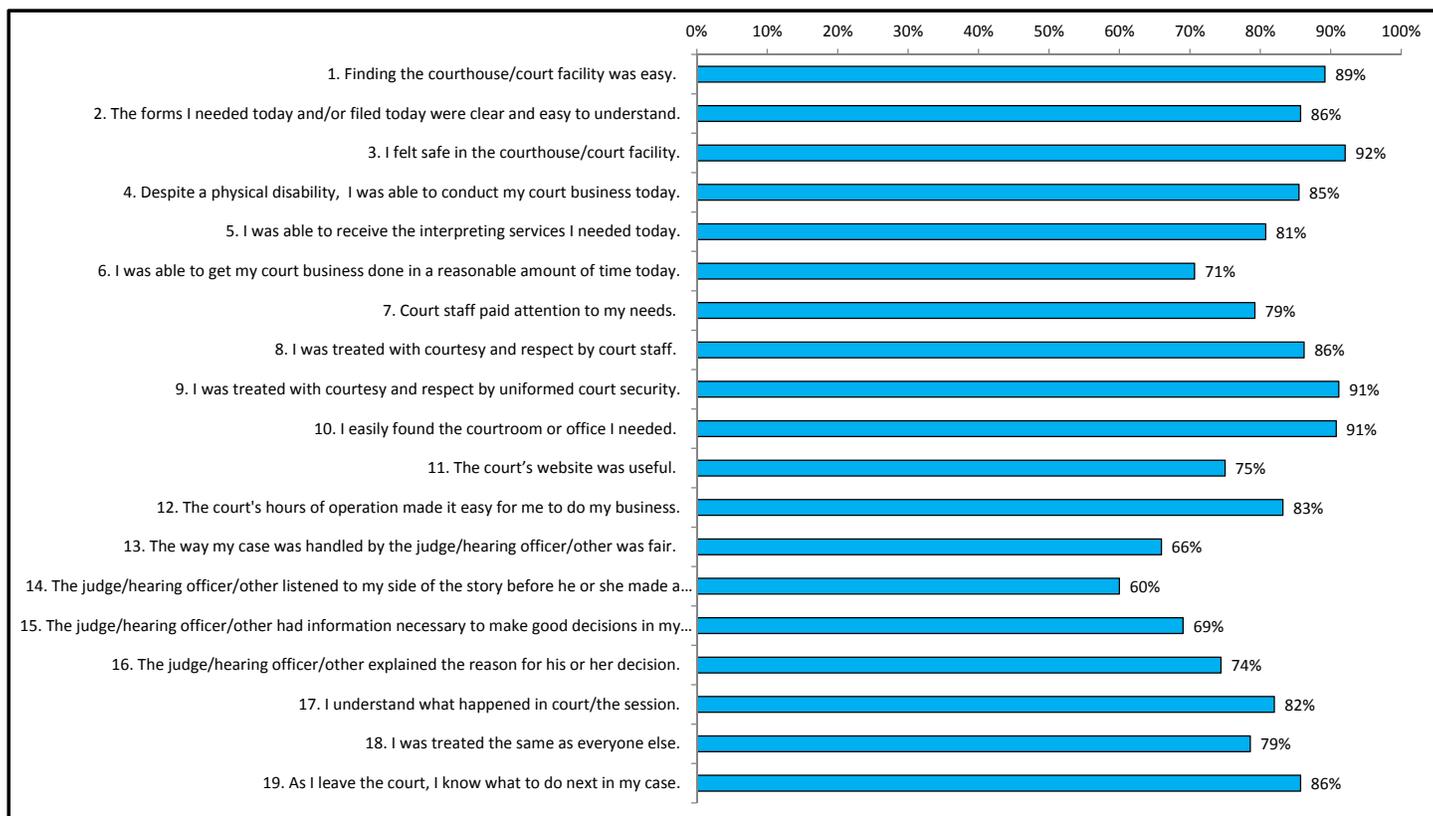


Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	7%	1	1%	5	3%	59	40%	73	49%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	7%	3	3%	6	5%	52	44%	50	42%	86%
3. I felt safe in the courthouse/court facility.	7	5%	3	2%	2	1%	47	31%	92	61%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	3	5%	5	8%	26	42%	27	44%	85%
5. I was able to receive the interpreting services I needed today.	3	6%	2	4%	5	10%	20	38%	22	42%	81%
6. I was able to get my court business done in a reasonable amount of time today.	18	14%	7	5%	14	11%	51	38%	43	32%	71%
7. Court staff paid attention to my needs.	9	7%	4	3%	14	11%	44	34%	59	45%	79%
8. I was treated with courtesy and respect by court staff.	9	6%	5	3%	6	4%	44	30%	81	56%	86%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	0	0%	5	3%	47	32%	87	59%	91%
10. I easily found the courtroom or office I needed.	4	3%	4	3%	5	4%	57	40%	71	50%	91%
11. The court's website was useful.	6	9%	1	1%	10	15%	23	34%	28	41%	75%
12. The court's hours of operation made it easy for me to do my business.	5	4%	4	3%	13	10%	52	40%	57	44%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	19%	2	4%	5	11%	15	32%	16	34%	66%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	23%	1	3%	6	15%	12	30%	12	30%	60%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	19%	3	7%	2	5%	15	36%	14	33%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	12%	3	7%	3	7%	16	37%	16	37%	74%
17. I understand what happened in court/the session.	5	10%	1	2%	3	6%	18	36%	23	46%	82%
18. I was treated the same as everyone else.	9	16%	0	0%	3	5%	15	27%	29	52%	79%
19. As I leave the court, I know what to do next in my case.	7	14%	0	0%	0	0%	18	37%	24	49%	86%

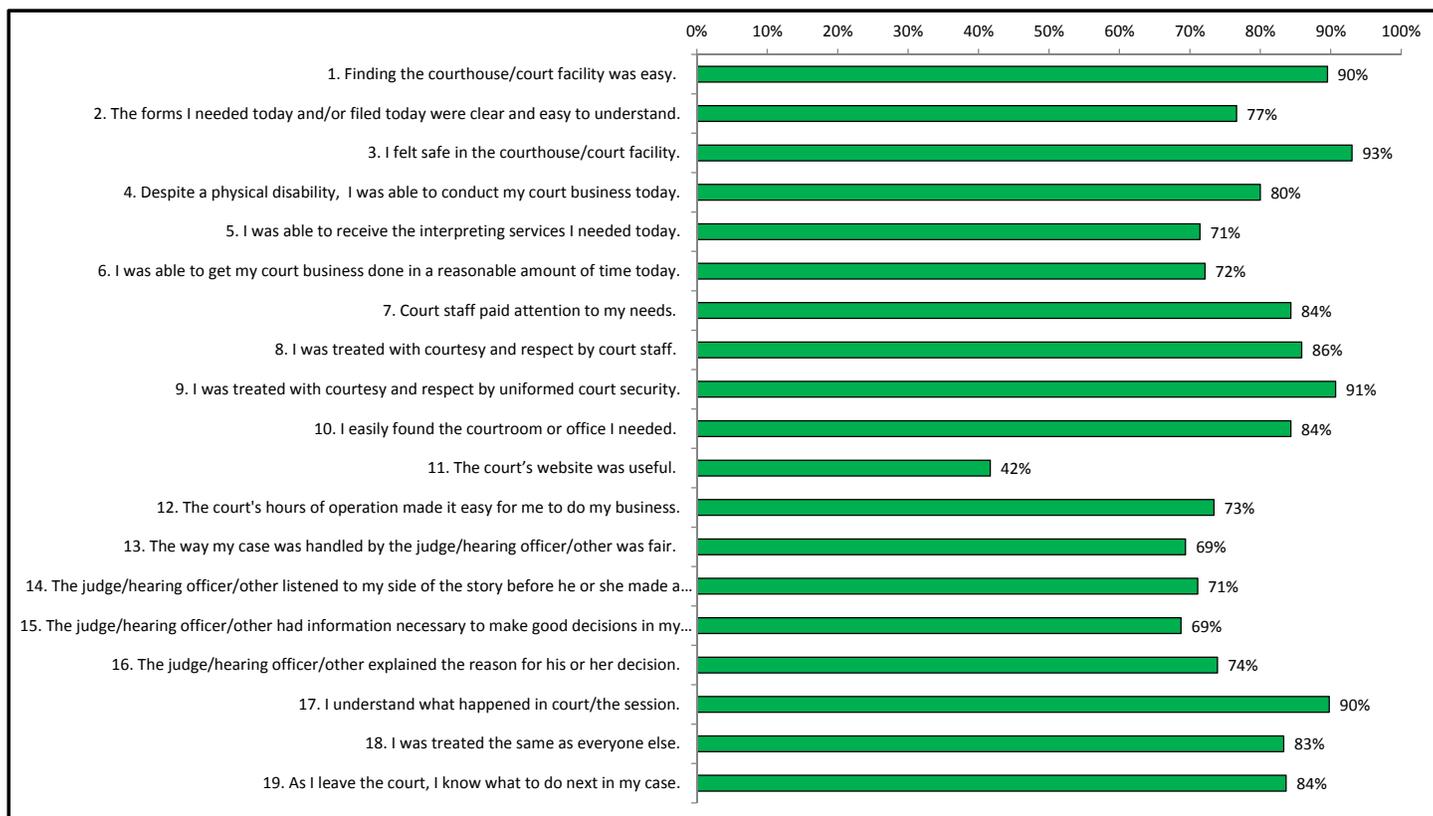
Percent That Agree or Strongly Agree



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%	1	1%	4	5%	27	31%	50	58%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	6%	7	9%	6	8%	21	27%	38	49%	77%
3. I felt safe in the courthouse/court facility.	3	3%	2	2%	1	1%	22	26%	58	67%	93%
4. Despite a physical disability, I was able to conduct my court business today.	3	8%	1	3%	4	10%	14	35%	18	45%	80%
5. I was able to receive the interpreting services I needed today.	5	14%	2	6%	3	9%	7	20%	18	51%	71%
6. I was able to get my court business done in a reasonable amount of time today.	10	13%	8	10%	4	5%	22	28%	35	44%	72%
7. Court staff paid attention to my needs.	4	5%	5	6%	4	5%	23	28%	47	57%	84%
8. I was treated with courtesy and respect by court staff.	4	5%	7	8%	1	1%	21	25%	52	61%	86%
9. I was treated with courtesy and respect by uniformed court security.	4	5%	1	1%	3	3%	22	26%	56	65%	91%
10. I easily found the courtroom or office I needed.	6	7%	2	2%	5	6%	24	29%	46	55%	84%
11. The court's website was useful.	9	25%	2	6%	10	28%	5	14%	10	28%	42%
12. The court's hours of operation made it easy for me to do my business.	6	8%	4	5%	11	14%	21	27%	37	47%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	14%	1	2%	7	14%	14	29%	20	41%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	13%	3	7%	4	9%	12	27%	20	44%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	13%	2	4%	7	15%	13	27%	20	42%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	9%	3	7%	5	11%	15	33%	19	41%	74%
17. I understand what happened in court/the session.	3	6%	1	2%	1	2%	14	29%	30	61%	90%
18. I was treated the same as everyone else.	6	11%	2	4%	1	2%	14	26%	31	57%	83%
19. As I leave the court, I know what to do next in my case.	3	6%	4	8%	1	2%	13	27%	28	57%	84%

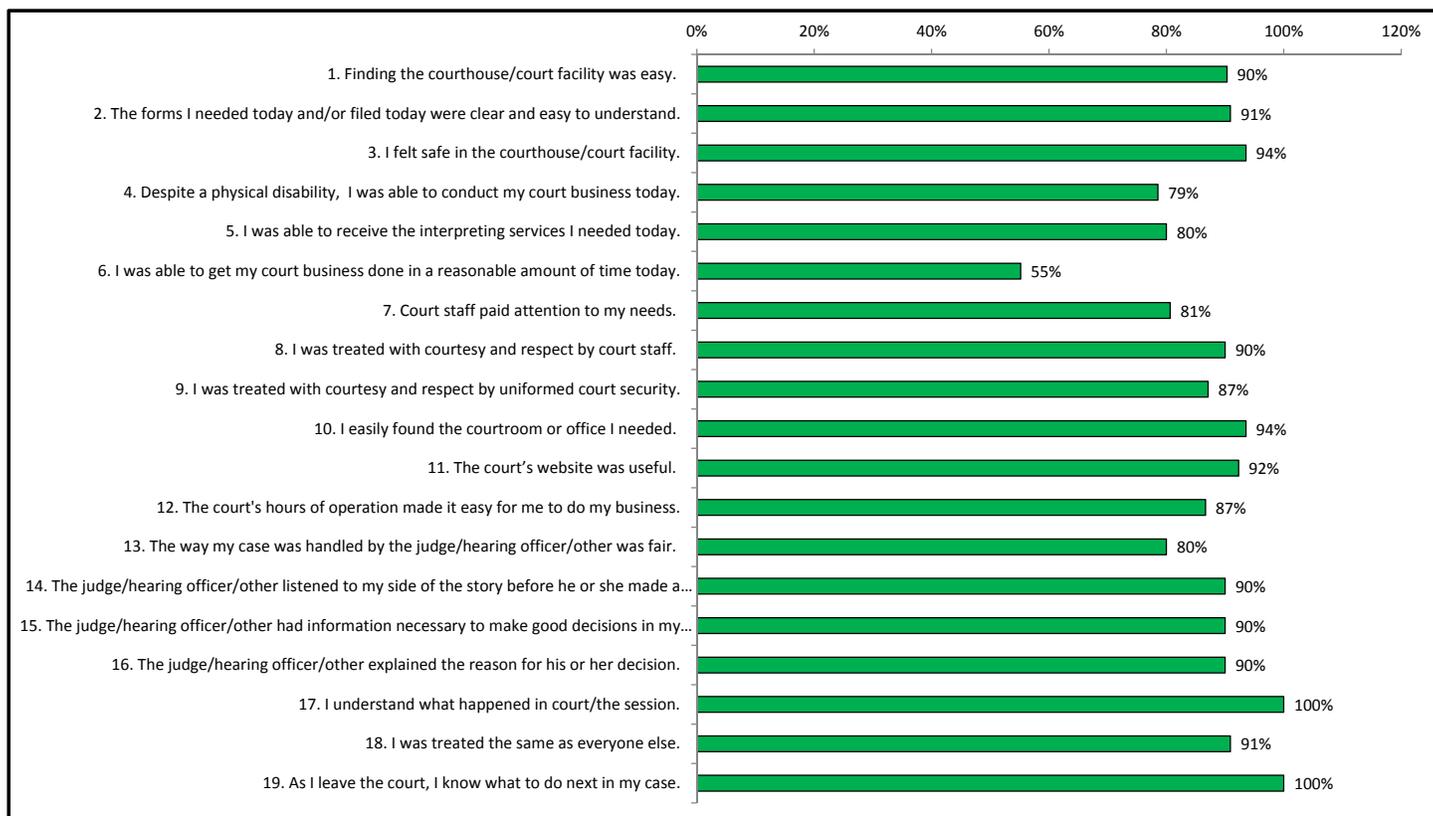
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	3%	2	6%	0	0%	13	42%	15	48%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	1	5%	0	0%	7	32%	13	59%	91%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	7	23%	22	71%	94%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	7%	2	14%	5	36%	6	43%	79%
5. I was able to receive the interpreting services I needed today.	1	10%	0	0%	1	10%	4	40%	4	40%	80%
6. I was able to get my court business done in a reasonable amount of time today.	4	14%	5	17%	4	14%	6	21%	10	34%	55%
7. Court staff paid attention to my needs.	1	3%	3	10%	2	6%	10	32%	15	48%	81%
8. I was treated with courtesy and respect by court staff.	1	3%	1	3%	1	3%	8	27%	19	63%	90%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	2	6%	6	19%	21	68%	87%
10. I easily found the courtroom or office I needed.	0	0%	1	3%	1	3%	10	32%	19	61%	94%
11. The court's website was useful.	0	0%	1	8%	0	0%	7	54%	5	38%	92%
12. The court's hours of operation made it easy for me to do my business.	2	7%	1	3%	1	3%	14	47%	12	40%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	0	0%	2	20%	5	50%	3	30%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	1	10%	5	50%	4	40%	90%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	10%	0	0%	0	0%	4	40%	5	50%	90%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	10%	5	50%	4	40%	90%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	6	60%	4	40%	100%
18. I was treated the same as everyone else.	0	0%	1	9%	0	0%	6	55%	4	36%	91%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	5	45%	6	55%	100%

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.	6	9%	1	1%	5	7%	20	29%	36	53%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	9%	0	0%	4	7%	18	32%	29	52%	84%
3. I felt safe in the courthouse/court facility.	6	9%	0	0%	0	0%	12	18%	49	73%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	13%	1	6%	0	0%	4	25%	9	56%	81%
5. I was able to receive the interpreting services I needed today.	4	18%	0	0%	0	0%	6	27%	12	55%	82%
6. I was able to get my court business done in a reasonable amount of time today.	12	18%	3	4%	2	3%	21	31%	29	43%	75%
7. Court staff paid attention to my needs.	5	8%	2	3%	2	3%	20	31%	36	55%	86%
8. I was treated with courtesy and respect by court staff.	6	9%	3	4%	0	0%	18	27%	40	60%	87%
9. I was treated with courtesy and respect by uniformed court security.	5	7%	2	3%	3	4%	15	22%	42	63%	85%
10. I easily found the courtroom or office I needed.	6	9%	3	4%	2	3%	21	31%	35	52%	84%
11. The court's website was useful.	7	23%	3	10%	1	3%	5	17%	14	47%	63%
12. The court's hours of operation made it easy for me to do my business.	7	11%	1	2%	6	10%	19	31%	28	46%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	22%	0	0%	5	22%	6	26%	7	30%	57%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	24%	1	6%	1	6%	5	29%	6	35%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	20%	1	5%	3	15%	4	20%	8	40%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	21%	2	11%	2	11%	5	26%	6	32%	58%
17. I understand what happened in court/the session.	3	13%	4	17%	1	4%	6	25%	10	42%	67%
18. I was treated the same as everyone else.	3	13%	2	9%	2	9%	6	26%	10	43%	70%
19. As I leave the court, I know what to do next in my case.	2	8%	2	8%	3	13%	7	29%	10	42%	71%

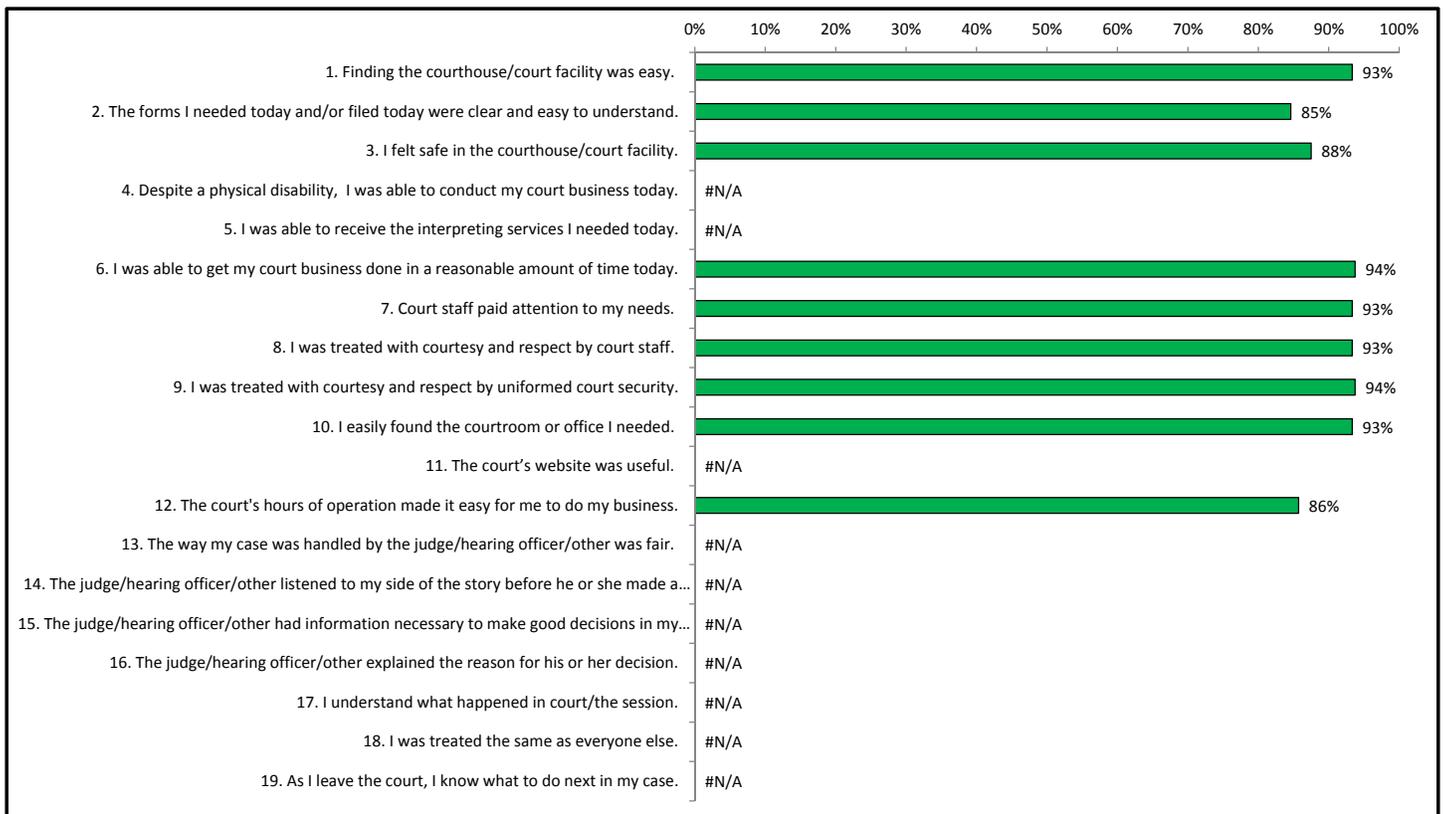
Percent That Agree or Strongly Agree



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.	1	7%	0	0%	0	0%	2	13%	12	80%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	8%	1	8%	0	0%	3	23%	8	62%	85%
3. I felt safe in the courthouse/court facility.	1	6%	1	6%	0	0%	4	25%	10	63%	88%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	6%	0	0%	0	0%	5	31%	10	63%	94%
7. Court staff paid attention to my needs.	1	7%	0	0%	0	0%	2	13%	12	80%	93%
8. I was treated with courtesy and respect by court staff.	1	7%	0	0%	0	0%	2	13%	12	80%	93%
9. I was treated with courtesy and respect by uniformed court security.	1	6%	0	0%	0	0%	3	19%	12	75%	94%
10. I easily found the courtroom or office I needed.	1	7%	0	0%	0	0%	3	20%	11	73%	93%
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%	0	0%	3	21%	9	64%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

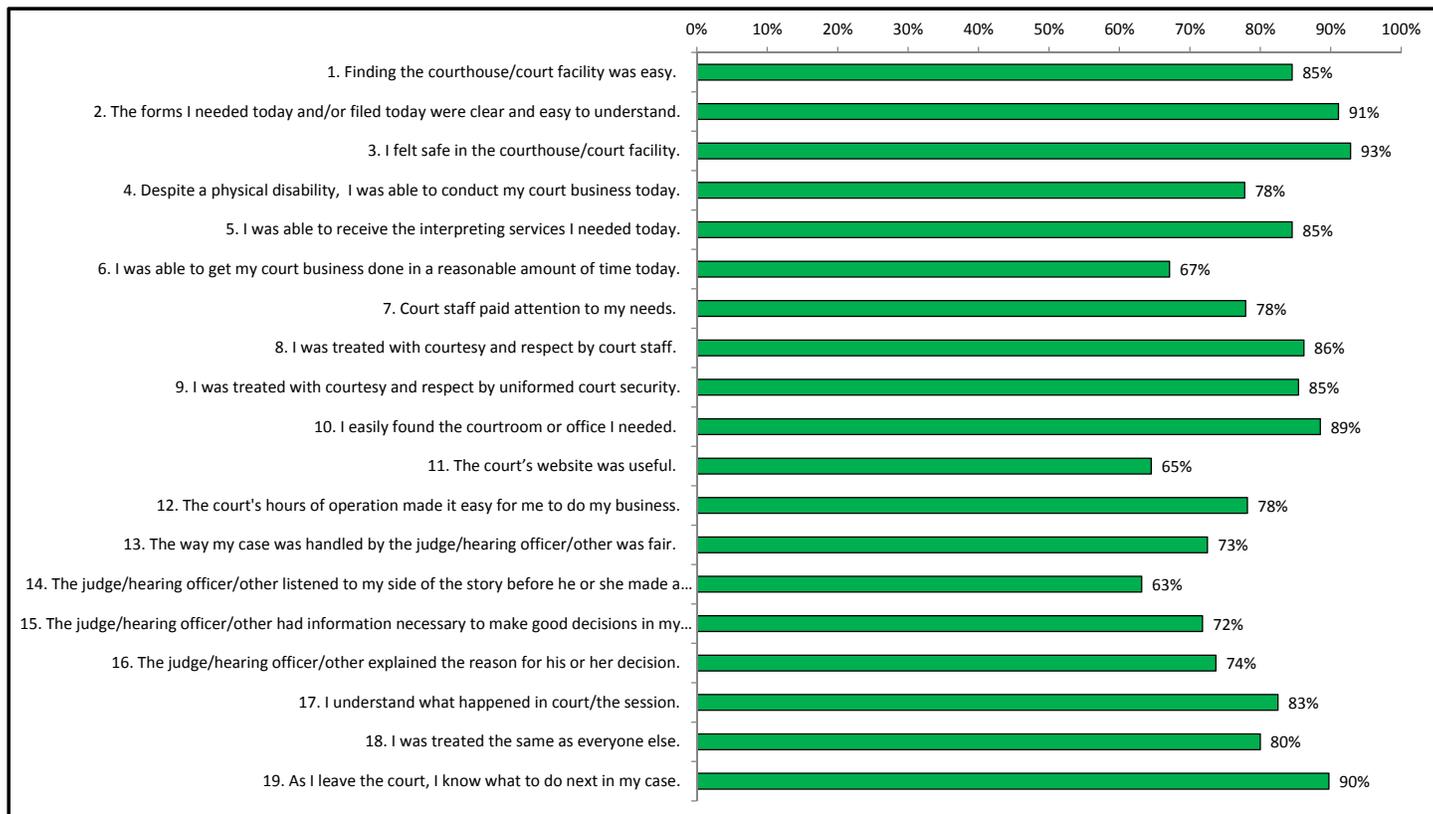
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	4%	8	5%	10	6%	59	38%	72	46%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	2%	2	1%	7	5%	67	50%	56	41%	91%
3. I felt safe in the courthouse/court facility.	5	3%	2	1%	4	3%	58	38%	84	55%	93%
4. Despite a physical disability, I was able to conduct my court business today.	4	4%	2	2%	14	16%	36	40%	34	38%	78%
5. I was able to receive the interpreting services I needed today.	2	2%	1	1%	10	12%	40	48%	31	37%	85%
6. I was able to get my court business done in a reasonable amount of time today.	17	11%	17	11%	15	10%	53	36%	47	32%	67%
7. Court staff paid attention to my needs.	9	6%	4	3%	19	13%	55	38%	58	40%	78%
8. I was treated with courtesy and respect by court staff.	5	3%	5	3%	11	7%	67	44%	64	42%	86%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	3	2%	14	10%	58	40%	65	45%	85%
10. I easily found the courtroom or office I needed.	5	3%	5	3%	7	5%	59	40%	72	49%	89%
11. The court's website was useful.	6	6%	1	1%	26	28%	39	42%	21	23%	65%
12. The court's hours of operation made it easy for me to do my business.	8	6%	5	4%	18	13%	56	39%	55	39%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	5%	4	10%	5	13%	15	38%	14	35%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	13%	3	8%	6	16%	15	39%	9	24%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	10%	2	5%	5	13%	20	51%	8	21%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	3	8%	5	13%	19	50%	9	24%	74%
17. I understand what happened in court/the session.	2	5%	2	5%	3	8%	19	48%	14	35%	83%
18. I was treated the same as everyone else.	2	5%	2	5%	4	10%	17	43%	15	38%	80%
19. As I leave the court, I know what to do next in my case.	1	3%	0	0%	3	8%	21	54%	14	36%	90%

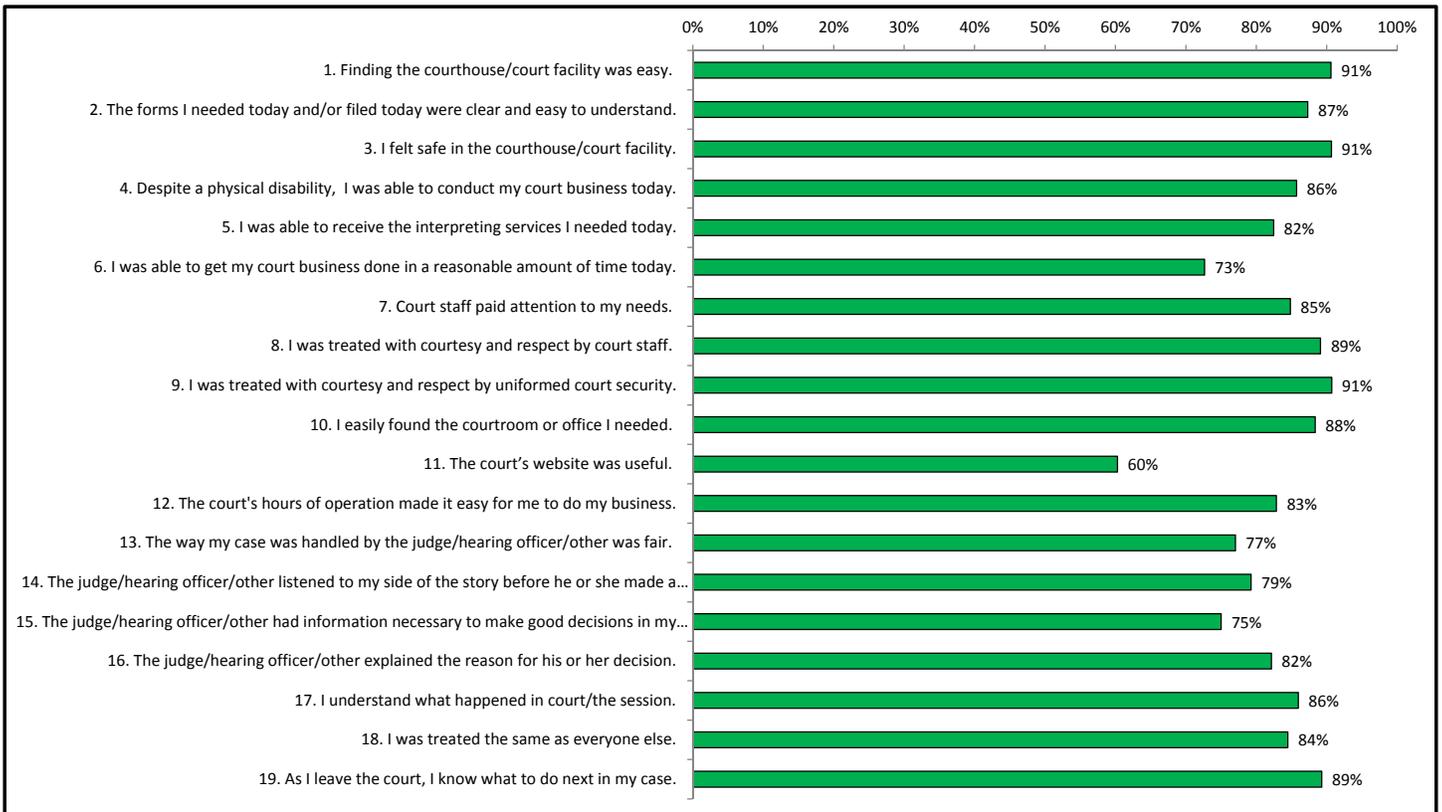
Percent That Agree or Strongly Agree



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.	8	5%	4	3%	2	1%	62	42%	73	49%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	5	4%	7	5%	61	46%	56	42%	87%
3. I felt safe in the courthouse/court facility.	2	1%	6	4%	6	4%	41	27%	95	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	1%	5	7%	4	6%	28	40%	32	46%	86%
5. I was able to receive the interpreting services I needed today.	5	9%	1	2%	4	7%	21	37%	26	46%	82%
6. I was able to get my court business done in a reasonable amount of time today.	10	7%	9	6%	19	14%	43	31%	58	42%	73%
7. Court staff paid attention to my needs.	7	5%	8	6%	7	5%	43	30%	80	55%	85%
8. I was treated with courtesy and respect by court staff.	6	4%	6	4%	4	3%	40	27%	91	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	2	1%	1	1%	10	7%	38	27%	89	64%	91%
10. I easily found the courtroom or office I needed.	4	3%	4	3%	9	6%	52	36%	77	53%	88%
11. The court's website was useful.	8	12%	8	12%	11	16%	15	22%	26	38%	60%
12. The court's hours of operation made it easy for me to do my business.	2	1%	6	4%	16	11%	53	38%	63	45%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	10%	6	10%	2	3%	20	33%	27	44%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	8%	4	8%	3	6%	17	32%	25	47%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	7%	3	5%	7	13%	16	29%	26	46%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	7%	2	4%	4	7%	21	38%	25	45%	82%
17. I understand what happened in court/the session.	2	4%	2	4%	4	7%	21	37%	28	49%	86%
18. I was treated the same as everyone else.	2	3%	1	2%	6	10%	15	26%	34	59%	84%
19. As I leave the court, I know what to do next in my case.	2	4%	3	5%	1	2%	16	29%	34	61%	89%

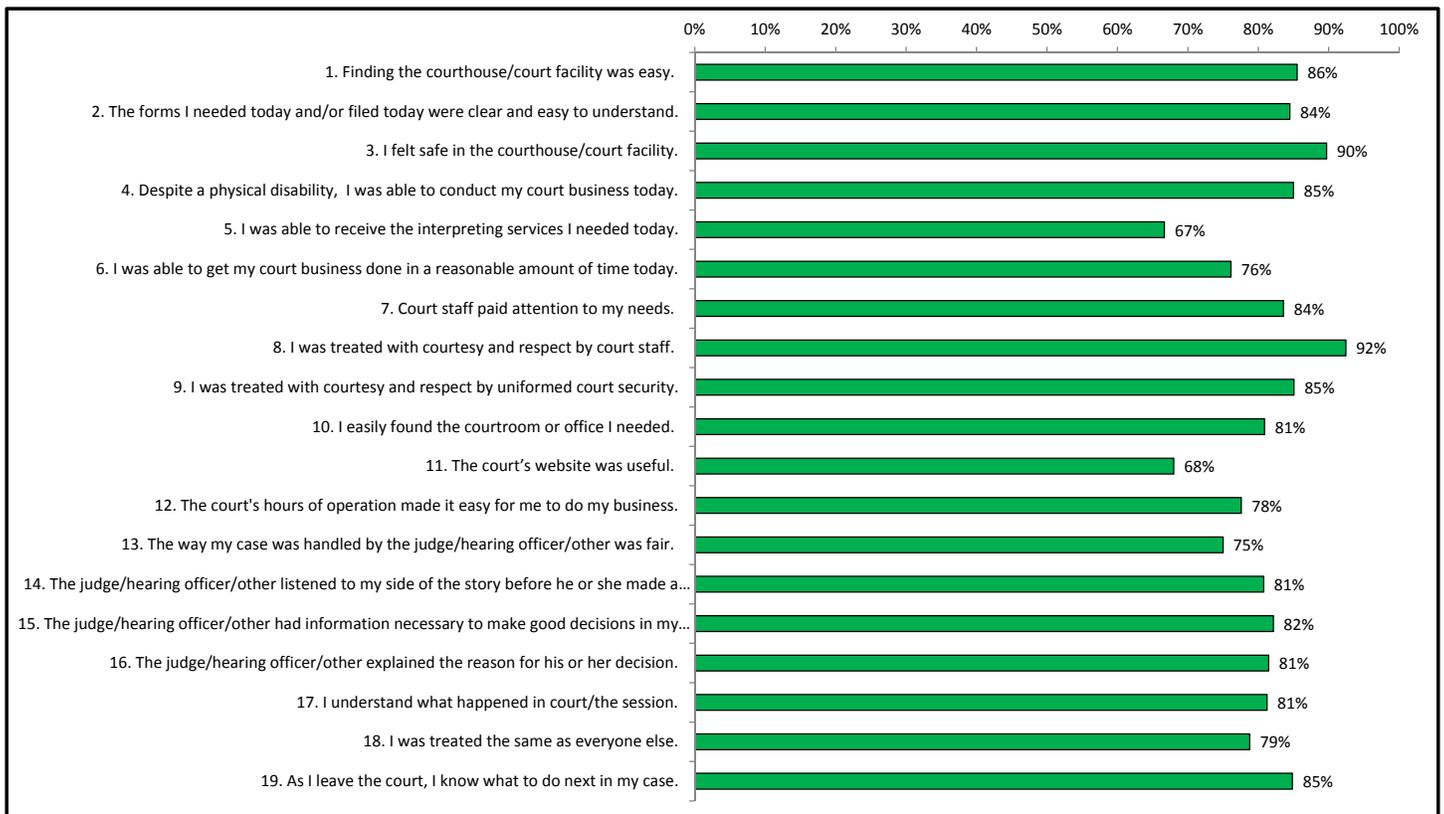
Percent That Agree or Strongly Agree



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%	4	6%	2	3%	22	32%	37	54%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	9%	2	3%	2	3%	25	43%	24	41%	84%
3. I felt safe in the courthouse/court facility.	5	7%	2	3%	0	0%	15	22%	46	68%	90%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	5%	2	10%	6	30%	11	55%	85%
5. I was able to receive the interpreting services I needed today.	0	0%	1	7%	4	27%	1	7%	9	60%	67%
6. I was able to get my court business done in a reasonable amount of time today.	5	7%	3	4%	8	12%	24	36%	27	40%	76%
7. Court staff paid attention to my needs.	5	7%	2	3%	4	6%	24	36%	32	48%	84%
8. I was treated with courtesy and respect by court staff.	4	6%	0	0%	1	2%	26	39%	35	53%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	2	3%	5	7%	20	30%	37	55%	85%
10. I easily found the courtroom or office I needed.	4	6%	5	7%	4	6%	19	28%	36	53%	81%
11. The court's website was useful.	1	4%	0	0%	7	28%	7	28%	10	40%	68%
12. The court's hours of operation made it easy for me to do my business.	3	5%	0	0%	10	17%	18	31%	27	47%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	14%	0	0%	3	11%	10	36%	11	39%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	12%	0	0%	2	8%	10	38%	11	42%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	11%	0	0%	2	7%	10	36%	13	46%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	11%	0	0%	2	7%	11	41%	11	41%	81%
17. I understand what happened in court/the session.	2	6%	0	0%	4	13%	12	38%	14	44%	81%
18. I was treated the same as everyone else.	5	15%	0	0%	2	6%	13	39%	13	39%	79%
19. As I leave the court, I know what to do next in my case.	3	9%	0	0%	2	6%	14	42%	14	42%	85%

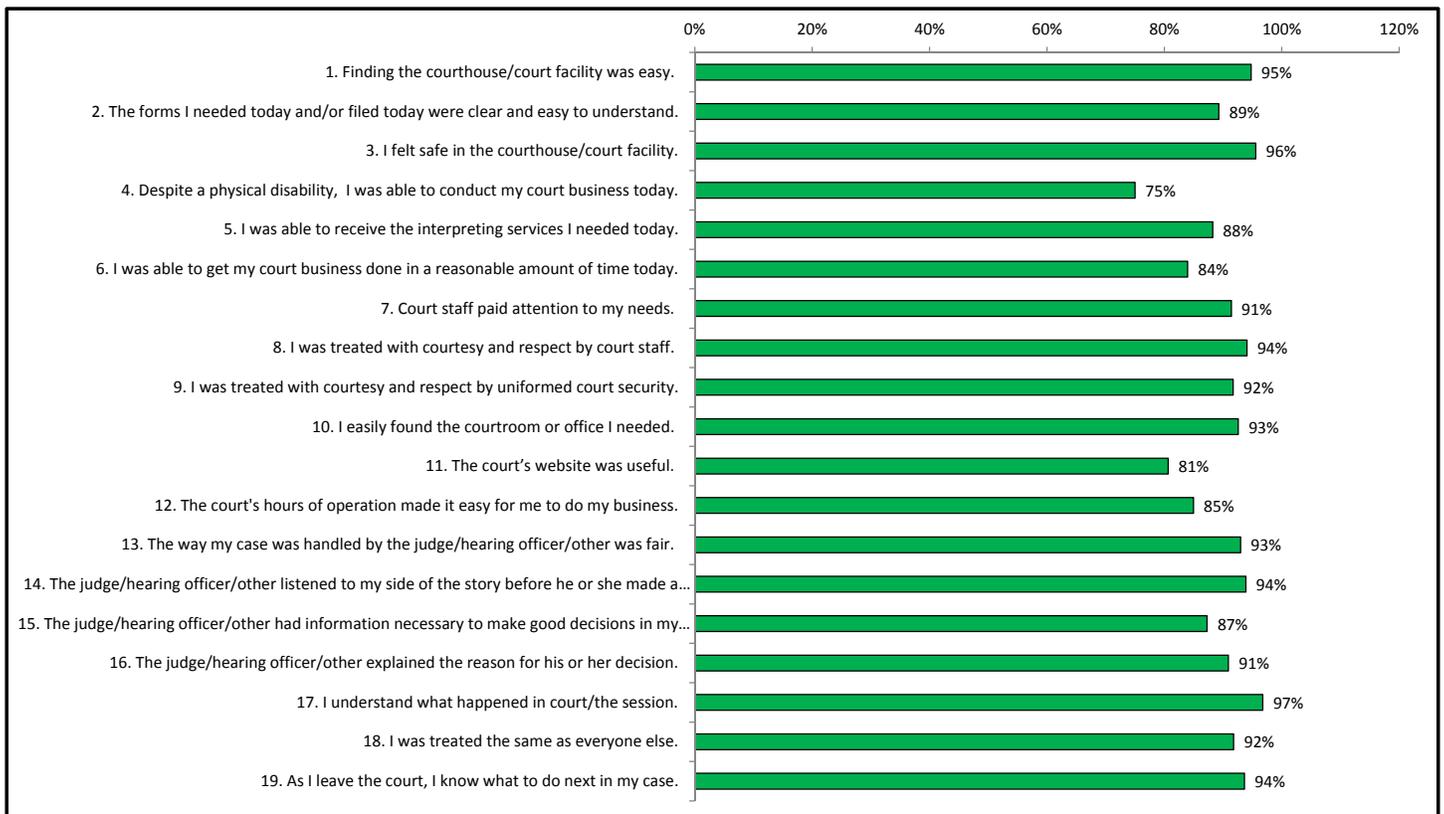
Percent That Agree or Strongly Agree



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	1%	2	1%	3	2%	47	35%	80	60%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	1	1%	7	8%	31	37%	44	52%	89%
3. I felt safe in the courthouse/court facility.	3	2%	0	0%	3	2%	32	24%	97	72%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	1	5%	3	15%	2	10%	13	65%	75%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	12%	6	35%	9	53%	88%
6. I was able to get my court business done in a reasonable amount of time today.	6	5%	4	3%	11	8%	51	39%	59	45%	84%
7. Court staff paid attention to my needs.	2	2%	1	1%	8	6%	45	35%	72	56%	91%
8. I was treated with courtesy and respect by court staff.	2	1%	1	1%	5	4%	35	26%	92	68%	94%
9. I was treated with courtesy and respect by uniformed court security.	3	2%	1	1%	7	5%	34	26%	88	66%	92%
10. I easily found the courtroom or office I needed.	3	2%	3	2%	4	3%	47	35%	78	58%	93%
11. The court's website was useful.	0	0%	3	5%	9	15%	19	31%	31	50%	81%
12. The court's hours of operation made it easy for me to do my business.	1	1%	5	4%	11	10%	41	36%	55	49%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	0	0%	1	2%	21	37%	32	56%	93%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	6%	0	0%	0	0%	19	39%	27	55%	94%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	4%	1	2%	4	7%	21	38%	27	49%	87%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	1	2%	2	4%	20	36%	30	55%	91%
17. I understand what happened in court/the session.	1	2%	0	0%	1	2%	18	29%	42	68%	97%
18. I was treated the same as everyone else.	4	7%	1	2%	0	0%	13	21%	43	70%	92%
19. As I leave the court, I know what to do next in my case.	1	2%	0	0%	3	5%	15	24%	44	70%	94%

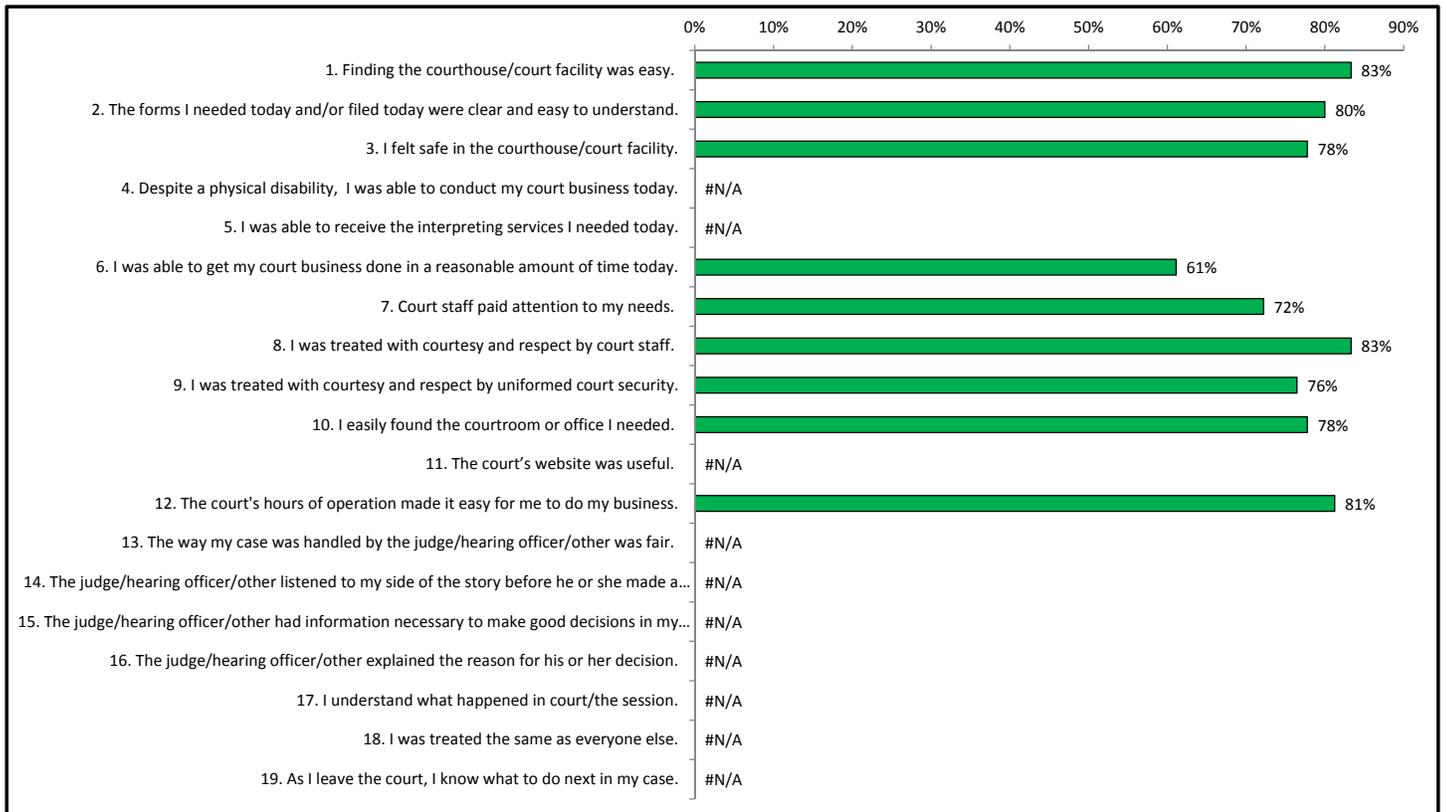
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	
1. Finding the courthouse/court facility was easy.	2	11%	1	6%	0	0%	5	28%	10	56%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	20%	0	0%	0	0%	4	27%	8	53%	80%
3. I felt safe in the courthouse/court facility.	2	11%	0	0%	2	11%	2	11%	12	67%	78%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	4	22%	0	0%	3	17%	6	33%	5	28%	61%
7. Court staff paid attention to my needs.	3	17%	0	0%	2	11%	2	11%	11	61%	72%
8. I was treated with courtesy and respect by court staff.	3	17%	0	0%	0	0%	2	11%	13	72%	83%
9. I was treated with courtesy and respect by uniformed court security.	3	18%	0	0%	1	6%	2	12%	11	65%	76%
10. I easily found the courtroom or office I needed.	3	17%	0	0%	1	6%	1	6%	13	72%	78%
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.	3	19%	0	0%	0	0%	3	19%	10	63%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	4%	1	4%	1	4%	10	38%	13	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	2	9%	2	9%	8	36%	9	41%	77%
3. I felt safe in the courthouse/court facility.	3	13%	0	0%	2	8%	6	25%	13	54%	79%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	9%	1	9%	6	55%	3	27%	82%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	9%	3	27%	7	64%	91%
6. I was able to get my court business done in a reasonable amount of time today.	3	13%	2	8%	3	13%	10	42%	6	25%	67%
7. Court staff paid attention to my needs.	1	4%	2	8%	2	8%	7	28%	13	52%	80%
8. I was treated with courtesy and respect by court staff.	1	4%	1	4%	0	0%	9	36%	14	56%	92%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	0	0%	1	4%	8	31%	16	62%	92%
10. I easily found the courtroom or office I needed.	1	4%	1	4%	0	0%	11	44%	12	48%	92%
11. The court's website was useful.	1	8%	0	0%	2	15%	8	62%	2	15%	77%
12. The court's hours of operation made it easy for me to do my business.	4	18%	0	0%	1	5%	8	36%	9	41%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	17%	1	8%	1	8%	0	0%	8	67%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	17%	0	0%	1	8%	1	8%	8	67%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	9%	0	0%	0	0%	1	9%	9	82%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	9%	0	0%	0	0%	1	9%	9	82%	91%
17. I understand what happened in court/the session.	1	8%	0	0%	0	0%	1	8%	11	85%	92%
18. I was treated the same as everyone else.	2	15%	0	0%	0	0%	1	8%	10	77%	85%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	0	0%	2	17%	9	75%	92%

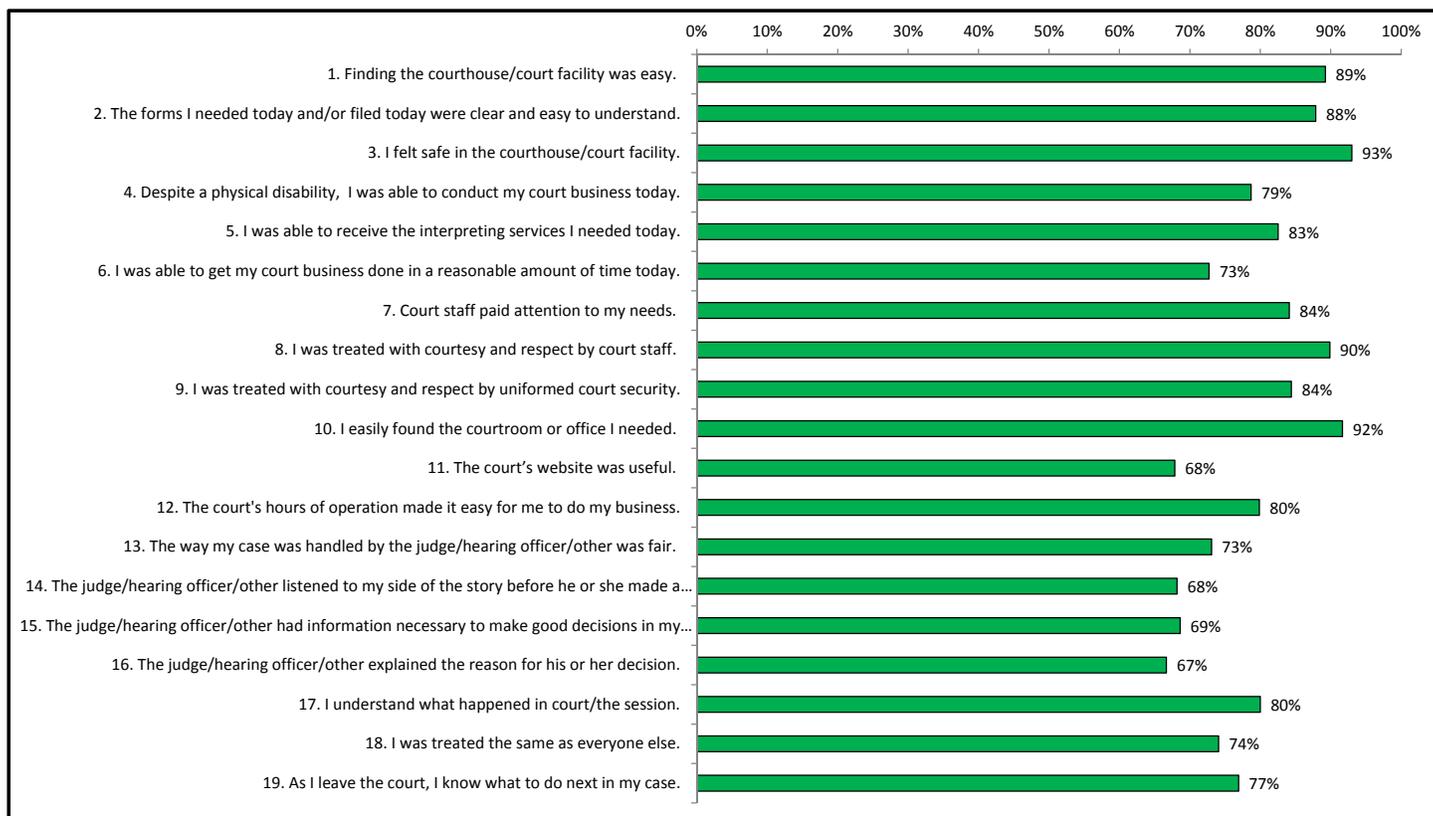
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	2%	10	6%	4	3%	58	37%	83	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	2	2%	10	8%	60	45%	56	42%	88%
3. I felt safe in the courthouse/court facility.	6	4%	2	1%	3	2%	48	31%	98	62%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	2	3%	10	16%	25	41%	23	38%	79%
5. I was able to receive the interpreting services I needed today.	1	2%	1	2%	9	14%	28	44%	24	38%	83%
6. I was able to get my court business done in a reasonable amount of time today.	10	6%	13	8%	19	12%	54	35%	58	38%	73%
7. Court staff paid attention to my needs.	5	3%	5	3%	14	9%	51	34%	76	50%	84%
8. I was treated with courtesy and respect by court staff.	4	3%	3	2%	9	6%	47	30%	95	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	1	1%	16	10%	37	24%	93	60%	84%
10. I easily found the courtroom or office I needed.	3	2%	5	3%	5	3%	59	38%	84	54%	92%
11. The court's website was useful.	5	6%	4	5%	18	21%	29	35%	28	33%	68%
12. The court's hours of operation made it easy for me to do my business.	8	5%	5	3%	17	11%	58	39%	61	41%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	12%	2	4%	6	12%	18	35%	20	38%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	20%	0	0%	5	11%	18	41%	12	27%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	16%	2	4%	6	12%	18	35%	17	33%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	17%	2	4%	6	13%	18	38%	14	29%	67%
17. I understand what happened in court/the session.	8	15%	0	0%	3	5%	23	42%	21	38%	80%
18. I was treated the same as everyone else.	7	13%	2	4%	5	9%	17	31%	23	43%	74%
19. As I leave the court, I know what to do next in my case.	7	13%	2	4%	3	6%	18	35%	22	42%	77%

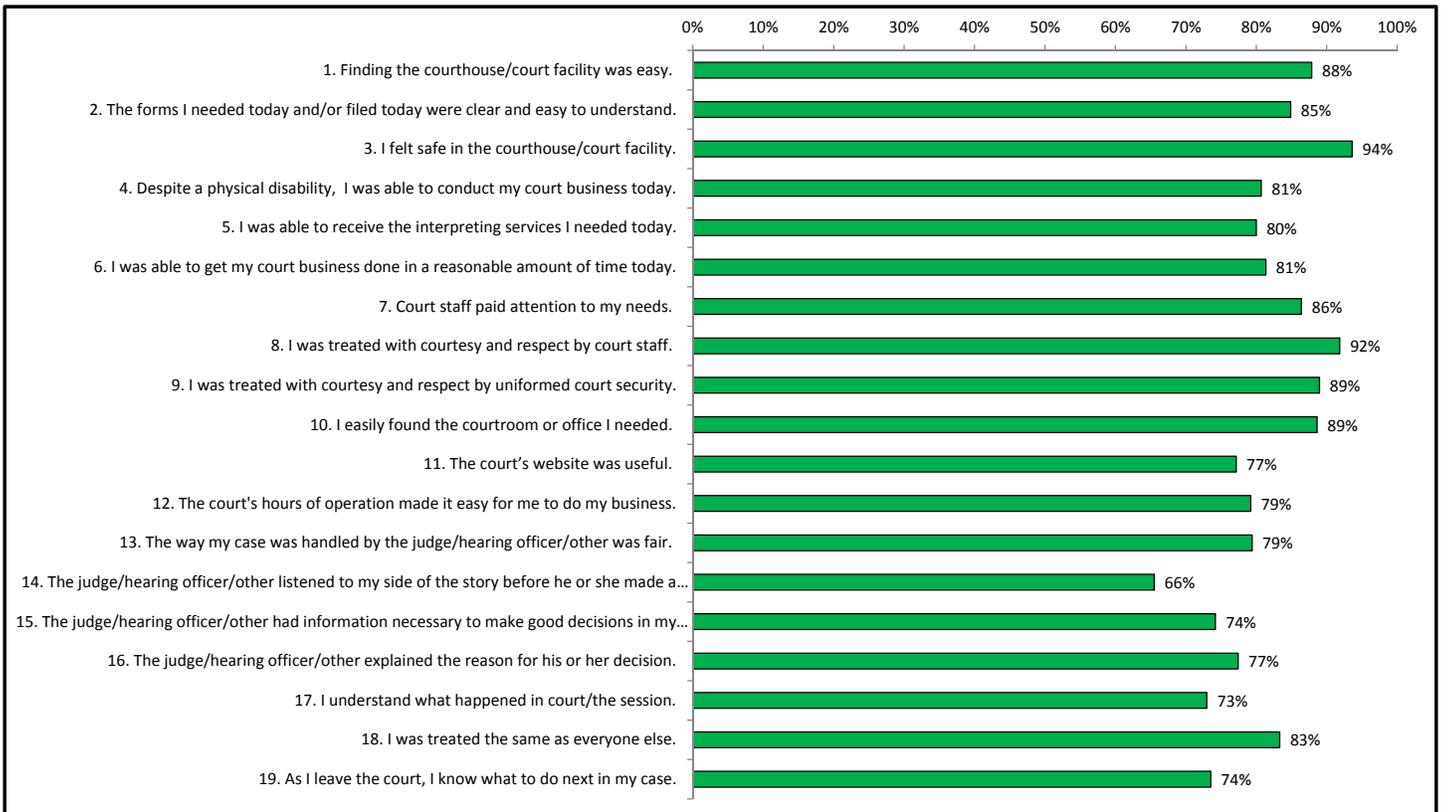
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	6%	4	3%	5	4%	44	31%	79	56%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	3	3%	9	8%	45	38%	56	47%	85%
3. I felt safe in the courthouse/court facility.	4	3%	0	0%	5	4%	51	36%	81	57%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	3	5%	7	12%	25	44%	21	37%	81%
5. I was able to receive the interpreting services I needed today.	2	4%	0	0%	8	16%	22	44%	18	36%	80%
6. I was able to get my court business done in a reasonable amount of time today.	7	6%	3	3%	12	10%	45	38%	51	43%	81%
7. Court staff paid attention to my needs.	7	6%	0	0%	10	8%	36	29%	72	58%	86%
8. I was treated with courtesy and respect by court staff.	5	4%	1	1%	5	4%	33	24%	91	67%	92%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	1	1%	7	5%	37	27%	84	62%	89%
10. I easily found the courtroom or office I needed.	4	3%	4	3%	7	5%	43	33%	74	56%	89%
11. The court's website was useful.	2	3%	2	3%	12	17%	21	30%	33	47%	77%
12. The court's hours of operation made it easy for me to do my business.	7	6%	5	4%	14	11%	35	28%	64	51%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	9%	0	0%	4	12%	10	29%	17	50%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	14%	1	3%	5	17%	4	14%	15	52%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	13%	0	0%	4	13%	10	32%	13	42%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	13%	0	0%	3	10%	11	35%	13	42%	77%
17. I understand what happened in court/the session.	4	11%	0	0%	6	16%	12	32%	15	41%	73%
18. I was treated the same as everyone else.	4	10%	1	2%	2	5%	11	26%	24	57%	83%
19. As I leave the court, I know what to do next in my case.	4	12%	1	3%	4	12%	8	24%	17	50%	74%

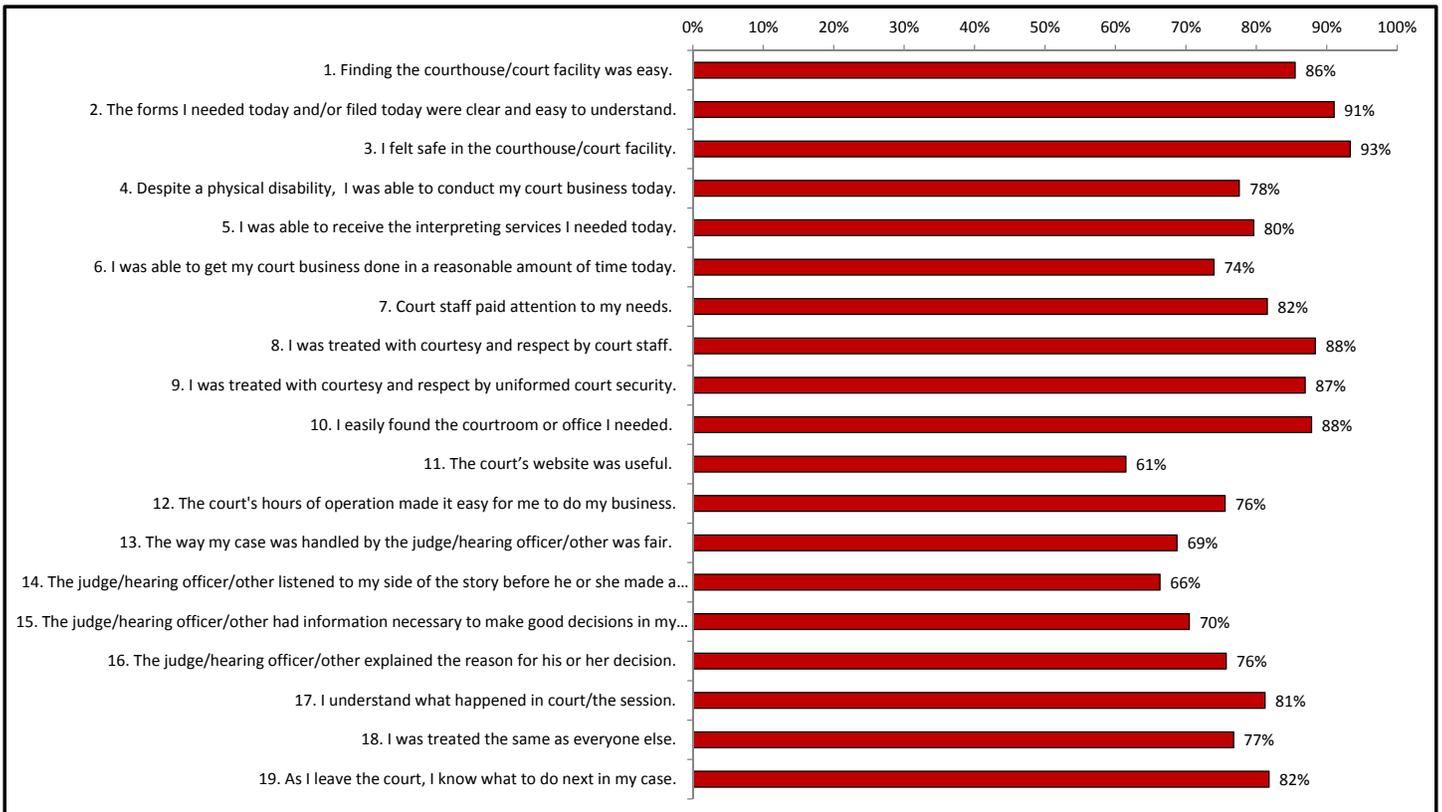
Percent That Agree or Strongly Agree



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.	4	2%	17	7%	12	5%	93	41%	102	45%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	2%	3	1%	10	5%	94	47%	89	44%	91%
3. I felt safe in the courthouse/court facility.	7	3%	3	1%	5	2%	83	37%	127	56%	93%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	6	5%	17	15%	45	39%	45	39%	78%
5. I was able to receive the interpreting services I needed today.	6	6%	4	4%	12	11%	53	49%	33	31%	80%
6. I was able to get my court business done in a reasonable amount of time today.	19	9%	23	10%	16	7%	84	38%	81	36%	74%
7. Court staff paid attention to my needs.	8	4%	12	6%	20	9%	75	35%	102	47%	82%
8. I was treated with courtesy and respect by court staff.	6	3%	8	4%	12	5%	88	39%	110	49%	88%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	7	3%	16	7%	78	35%	115	52%	87%
10. I easily found the courtroom or office I needed.	5	2%	14	6%	8	4%	92	41%	103	46%	88%
11. The court's website was useful.	12	9%	9	7%	31	23%	46	34%	37	27%	61%
12. The court's hours of operation made it easy for me to do my business.	13	6%	12	6%	28	13%	82	38%	82	38%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	10%	7	6%	17	15%	36	32%	41	37%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	15%	6	6%	12	13%	27	28%	36	38%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	12%	7	7%	11	10%	34	32%	40	38%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	11%	4	4%	10	10%	39	38%	39	38%	76%
17. I understand what happened in court/the session.	9	8%	3	3%	9	8%	41	37%	50	45%	81%
18. I was treated the same as everyone else.	9	8%	8	7%	9	8%	37	33%	49	44%	77%
19. As I leave the court, I know what to do next in my case.	7	6%	7	6%	6	5%	35	32%	55	50%	82%

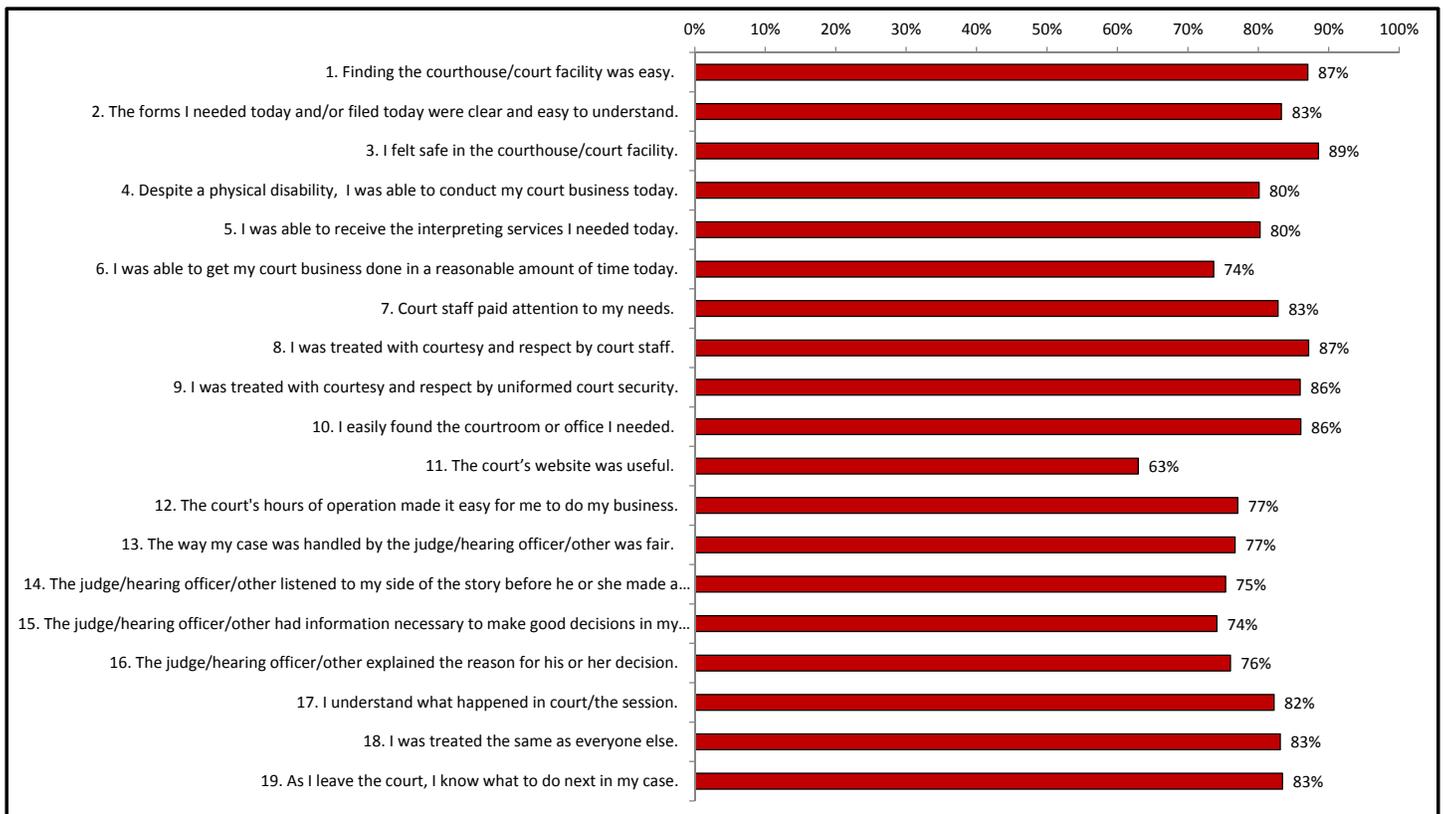
Percent That Agree or Strongly Agree



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.	33	8%	6	2%	12	3%	137	35%	205	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	26	7%	10	3%	24	7%	141	39%	158	44%	83%
3. I felt safe in the courthouse/court facility.	21	5%	8	2%	16	4%	110	28%	238	61%	89%
4. Despite a physical disability, I was able to conduct my court business today.	9	5%	6	4%	19	11%	68	40%	69	40%	80%
5. I was able to receive the interpreting services I needed today.	12	7%	3	2%	18	11%	52	31%	82	49%	80%
6. I was able to get my court business done in a reasonable amount of time today.	42	11%	20	5%	37	10%	123	33%	154	41%	74%
7. Court staff paid attention to my needs.	31	8%	7	2%	28	7%	121	32%	197	51%	83%
8. I was treated with courtesy and respect by court staff.	26	7%	11	3%	13	3%	124	32%	215	55%	87%
9. I was treated with courtesy and respect by uniformed court security.	25	7%	4	1%	24	6%	112	30%	212	56%	86%
10. I easily found the courtroom or office I needed.	27	7%	8	2%	19	5%	135	35%	198	51%	86%
11. The court's website was useful.	19	10%	9	5%	42	22%	52	28%	67	35%	63%
12. The court's hours of operation made it easy for me to do my business.	32	9%	10	3%	40	11%	132	37%	144	40%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	20	14%	4	3%	10	7%	46	32%	66	45%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	14%	4	3%	11	8%	46	33%	58	42%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	12%	2	1%	18	13%	49	34%	57	40%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	10%	5	4%	15	11%	50	35%	58	41%	76%
17. I understand what happened in court/the session.	14	9%	4	3%	9	6%	52	34%	73	48%	82%
18. I was treated the same as everyone else.	18	11%	1	1%	8	5%	47	29%	86	54%	83%
19. As I leave the court, I know what to do next in my case.	15	10%	1	1%	9	6%	49	32%	77	51%	83%

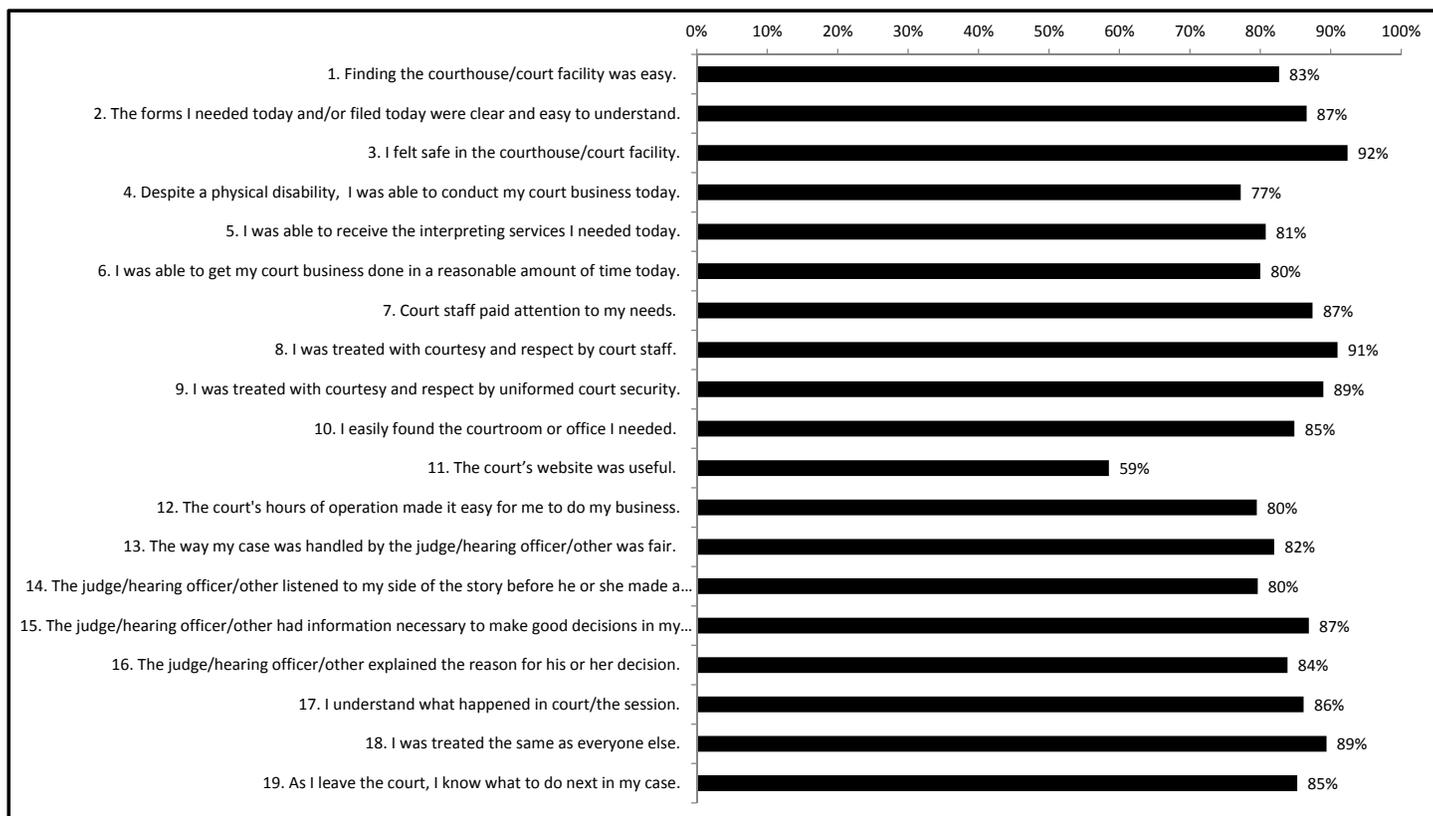
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	11	6%	9	5%	10	6%	65	38%	78	45%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	5%	4	3%	9	6%	68	46%	61	41%	87%
3. I felt safe in the courthouse/court facility.	6	4%	2	1%	5	3%	57	33%	101	59%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	2	3%	11	14%	31	39%	30	38%	77%
5. I was able to receive the interpreting services I needed today.	6	8%	1	1%	8	10%	30	38%	33	42%	81%
6. I was able to get my court business done in a reasonable amount of time today.	8	5%	9	6%	14	9%	65	42%	59	38%	80%
7. Court staff paid attention to my needs.	5	3%	2	1%	13	8%	58	36%	81	51%	87%
8. I was treated with courtesy and respect by court staff.	5	3%	3	2%	7	4%	52	31%	99	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	5	3%	2	1%	12	7%	49	28%	104	60%	89%
10. I easily found the courtroom or office I needed.	7	4%	11	7%	7	4%	59	36%	81	49%	85%
11. The court's website was useful.	9	10%	6	6%	24	26%	21	22%	34	36%	59%
12. The court's hours of operation made it easy for me to do my business.	12	7%	2	1%	19	12%	63	39%	65	40%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	1	2%	6	10%	22	36%	28	46%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	9%	0	0%	6	11%	18	33%	25	46%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	8%	1	2%	2	3%	21	34%	32	52%	87%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	8%	2	3%	3	5%	23	37%	29	47%	84%
17. I understand what happened in court/the session.	4	6%	0	0%	5	8%	27	42%	29	45%	86%
18. I was treated the same as everyone else.	4	6%	1	2%	2	3%	21	32%	38	58%	89%
19. As I leave the court, I know what to do next in my case.	5	8%	1	2%	3	5%	22	36%	30	49%	85%

Percent That Agree or Strongly Agree



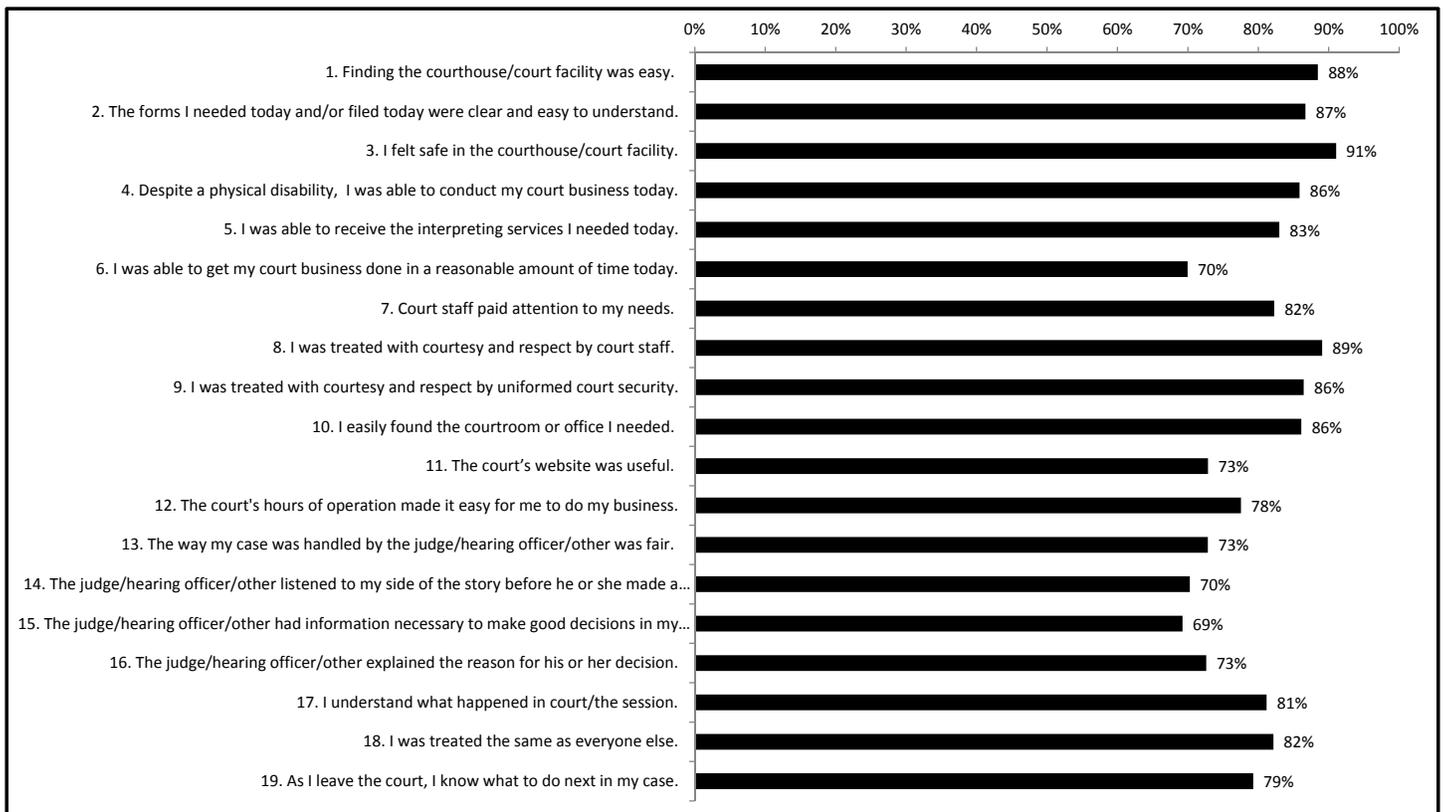
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Monmouth County

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.	13	5%	8	3%	9	3%	93	36%	137	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	6%	5	2%	11	5%	93	43%	96	44%	87%
3. I felt safe in the courthouse/court facility.	9	4%	6	2%	8	3%	77	30%	157	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	1%	5	5%	8	8%	42	42%	43	43%	86%
5. I was able to receive the interpreting services I needed today.	5	5%	3	3%	8	9%	33	35%	45	48%	83%
6. I was able to get my court business done in a reasonable amount of time today.	23	10%	13	6%	34	15%	72	31%	91	39%	70%
7. Court staff paid attention to my needs.	15	6%	7	3%	22	9%	74	30%	130	52%	82%
8. I was treated with courtesy and respect by court staff.	12	5%	4	2%	12	5%	77	30%	151	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	16	6%	4	2%	14	6%	72	29%	145	58%	86%
10. I easily found the courtroom or office I needed.	12	5%	11	4%	12	5%	89	35%	128	51%	86%
11. The court's website was useful.	6	5%	10	8%	19	15%	45	35%	49	38%	73%
12. The court's hours of operation made it easy for me to do my business.	15	7%	14	6%	22	10%	73	32%	103	45%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	9%	4	5%	11	14%	26	32%	33	41%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	9%	7	9%	8	11%	22	30%	30	41%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	8%	4	5%	14	18%	22	28%	32	41%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	8%	3	4%	11	15%	23	32%	30	41%	73%
17. I understand what happened in court/the session.	8	9%	2	2%	6	7%	26	31%	43	51%	81%
18. I was treated the same as everyone else.	7	8%	2	2%	6	7%	28	33%	41	49%	82%
19. As I leave the court, I know what to do next in my case.	8	10%	2	2%	7	9%	23	28%	42	51%	79%

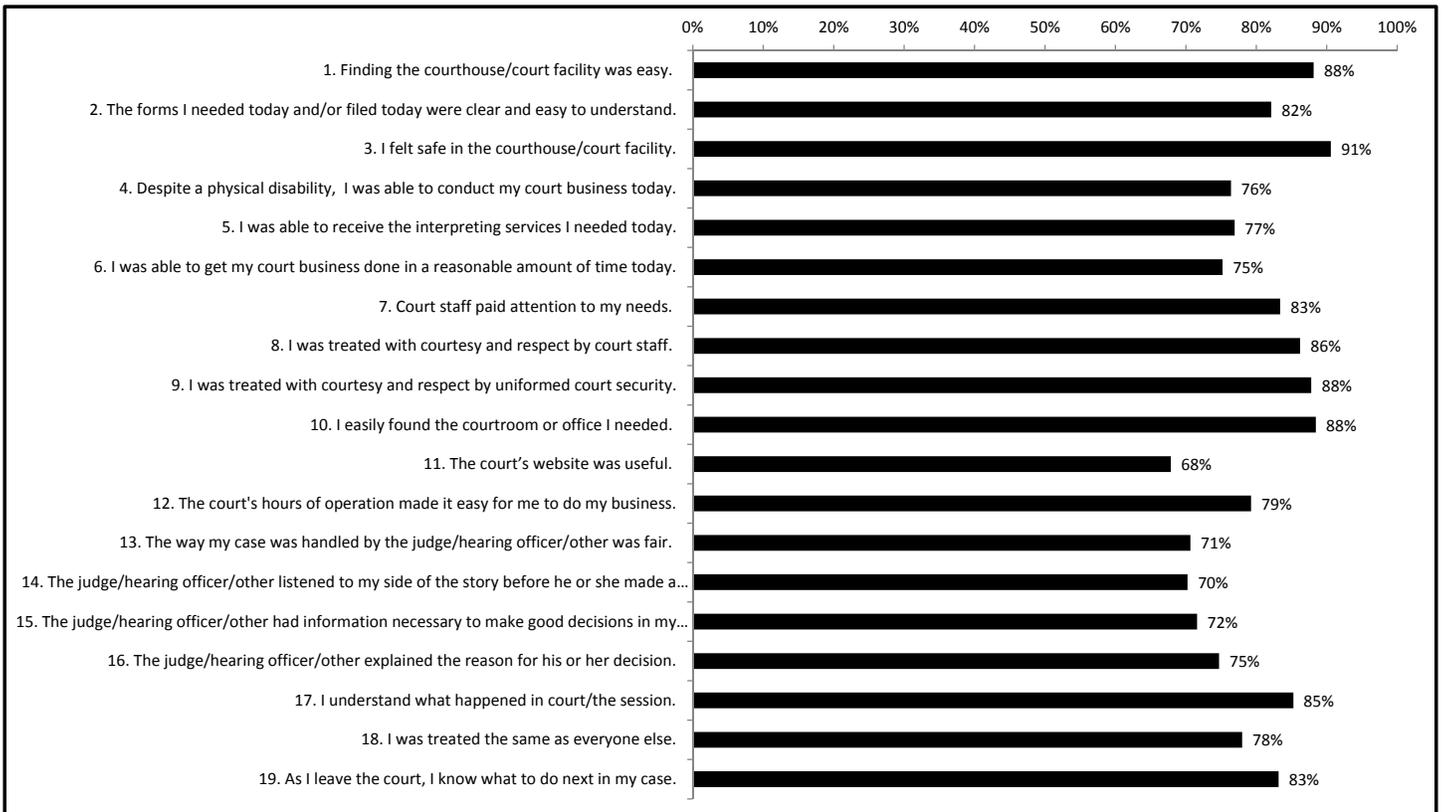
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth 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.	12	5%	9	4%	9	4%	91	36%	132	52%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	6%	6	3%	19	9%	81	39%	89	43%	82%
3. I felt safe in the courthouse/court facility.	14	5%	4	2%	6	2%	71	28%	160	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	4	4%	4	4%	13	15%	29	33%	39	44%	76%
5. I was able to receive the interpreting services I needed today.	6	8%	1	1%	11	14%	29	37%	31	40%	77%
6. I was able to get my court business done in a reasonable amount of time today.	25	10%	17	7%	18	7%	85	35%	97	40%	75%
7. Court staff paid attention to my needs.	15	6%	10	4%	15	6%	81	34%	120	50%	83%
8. I was treated with courtesy and respect by court staff.	14	6%	11	4%	10	4%	76	30%	143	56%	86%
9. I was treated with courtesy and respect by uniformed court security.	10	4%	4	2%	16	7%	78	32%	138	56%	88%
10. I easily found the courtroom or office I needed.	11	4%	6	2%	12	5%	94	37%	128	51%	88%
11. The court's website was useful.	12	11%	5	4%	19	17%	36	32%	40	36%	68%
12. The court's hours of operation made it easy for me to do my business.	14	6%	6	3%	25	12%	83	38%	89	41%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	17%	3	3%	8	9%	31	34%	34	37%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	17	20%	2	2%	6	7%	28	33%	31	37%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	15	17%	2	2%	8	9%	32	36%	31	35%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	14%	4	5%	6	7%	33	38%	32	37%	75%
17. I understand what happened in court/the session.	7	7%	3	3%	4	4%	35	37%	46	48%	85%
18. I was treated the same as everyone else.	12	12%	4	4%	6	6%	30	30%	48	48%	78%
19. As I leave the court, I know what to do next in my case.	6	6%	5	5%	5	5%	29	31%	50	53%	83%

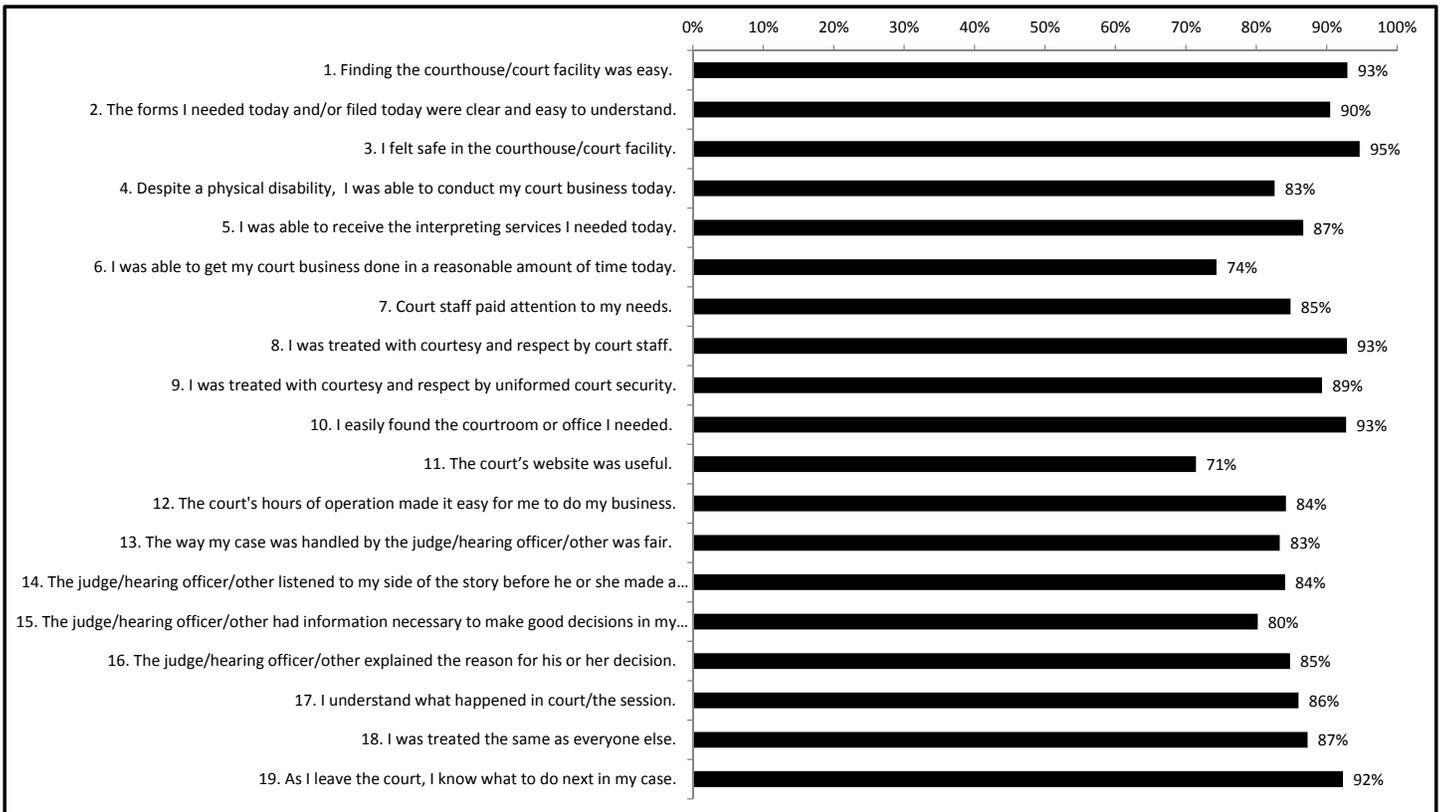
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth 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.	9	3%	6	2%	5	2%	94	33%	169	60%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	3%	3	1%	11	5%	86	39%	114	52%	90%
3. I felt safe in the courthouse/court facility.	8	3%	1	0%	6	2%	70	25%	197	70%	95%
4. Despite a physical disability, I was able to conduct my court business today.	4	4%	1	1%	11	12%	36	39%	40	43%	83%
5. I was able to receive the interpreting services I needed today.	3	3%	0	0%	9	10%	38	42%	40	44%	87%
6. I was able to get my court business done in a reasonable amount of time today.	24	9%	22	8%	24	9%	92	34%	111	41%	74%
7. Court staff paid attention to my needs.	12	4%	6	2%	23	8%	89	33%	141	52%	85%
8. I was treated with courtesy and respect by court staff.	10	4%	4	1%	6	2%	84	30%	176	63%	93%
9. I was treated with courtesy and respect by uniformed court security.	10	4%	1	0%	18	7%	66	24%	177	65%	89%
10. I easily found the courtroom or office I needed.	7	3%	2	1%	11	4%	78	28%	178	64%	93%
11. The court's website was useful.	9	6%	4	3%	29	20%	47	32%	58	39%	71%
12. The court's hours of operation made it easy for me to do my business.	9	3%	6	2%	27	10%	87	33%	137	52%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	6%	4	4%	7	7%	30	29%	55	54%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	7%	2	2%	6	7%	31	35%	43	49%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	6%	4	4%	9	9%	32	33%	45	47%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	4%	2	2%	8	9%	36	39%	42	46%	85%
17. I understand what happened in court/the session.	5	5%	3	3%	7	7%	32	30%	60	56%	86%
18. I was treated the same as everyone else.	7	6%	2	2%	5	5%	28	25%	68	62%	87%
19. As I leave the court, I know what to do next in my case.	4	4%	2	2%	2	2%	31	30%	65	63%	92%

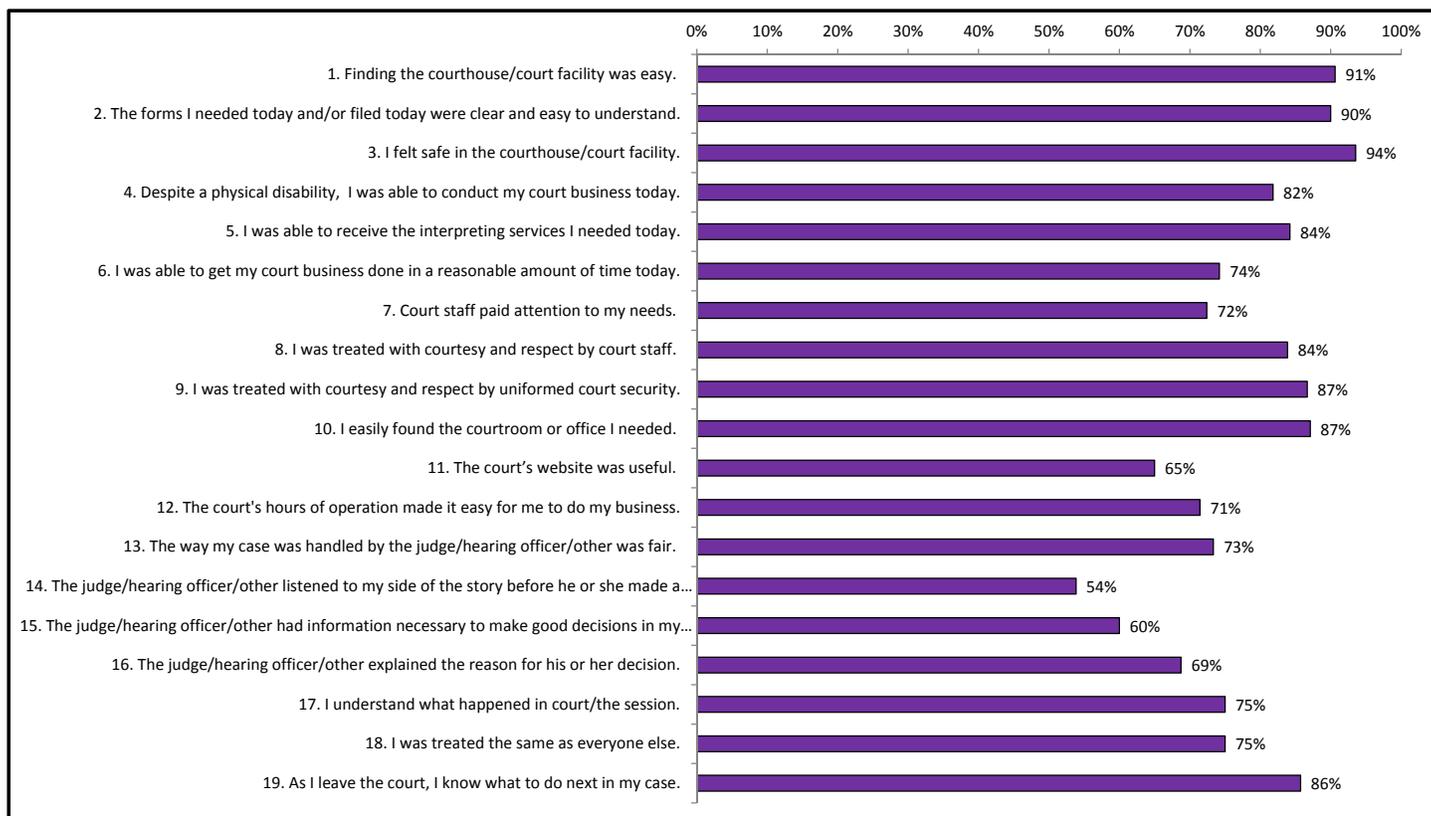
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth County**  
**How do you identify yourself (select all that apply): American Indian or Alaskan Native**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	6%	0	0%	1	3%	12	38%	17	53%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	10%	0	0%	0	0%	12	40%	15	50%	90%
3. I felt safe in the courthouse/court facility.	2	6%	0	0%	0	0%	10	32%	19	61%	94%
4. Despite a physical disability, I was able to conduct my court business today.	2	9%	0	0%	2	9%	5	23%	13	59%	82%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	2	11%	5	26%	11	58%	84%
6. I was able to get my court business done in a reasonable amount of time today.	5	16%	1	3%	2	6%	7	23%	16	52%	74%
7. Court staff paid attention to my needs.	4	14%	0	0%	4	14%	5	17%	16	55%	72%
8. I was treated with courtesy and respect by court staff.	4	13%	0	0%	1	3%	9	29%	17	55%	84%
9. I was treated with courtesy and respect by uniformed court security.	3	10%	0	0%	1	3%	9	30%	17	57%	87%
10. I easily found the courtroom or office I needed.	2	6%	1	3%	1	3%	9	29%	18	58%	87%
11. The court's website was useful.	1	5%	0	0%	6	30%	3	15%	10	50%	65%
12. The court's hours of operation made it easy for me to do my business.	4	14%	1	4%	3	11%	6	21%	14	50%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	13%	1	7%	1	7%	5	33%	6	40%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	23%	1	8%	2	15%	3	23%	4	31%	54%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	13%	1	7%	3	20%	2	13%	7	47%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	0	0%	3	19%	3	19%	8	50%	69%
17. I understand what happened in court/the session.	2	13%	1	6%	1	6%	3	19%	9	56%	75%
18. I was treated the same as everyone else.	2	13%	0	0%	2	13%	3	19%	9	56%	75%
19. As I leave the court, I know what to do next in my case.	2	14%	0	0%	0	0%	6	43%	6	43%	86%

**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

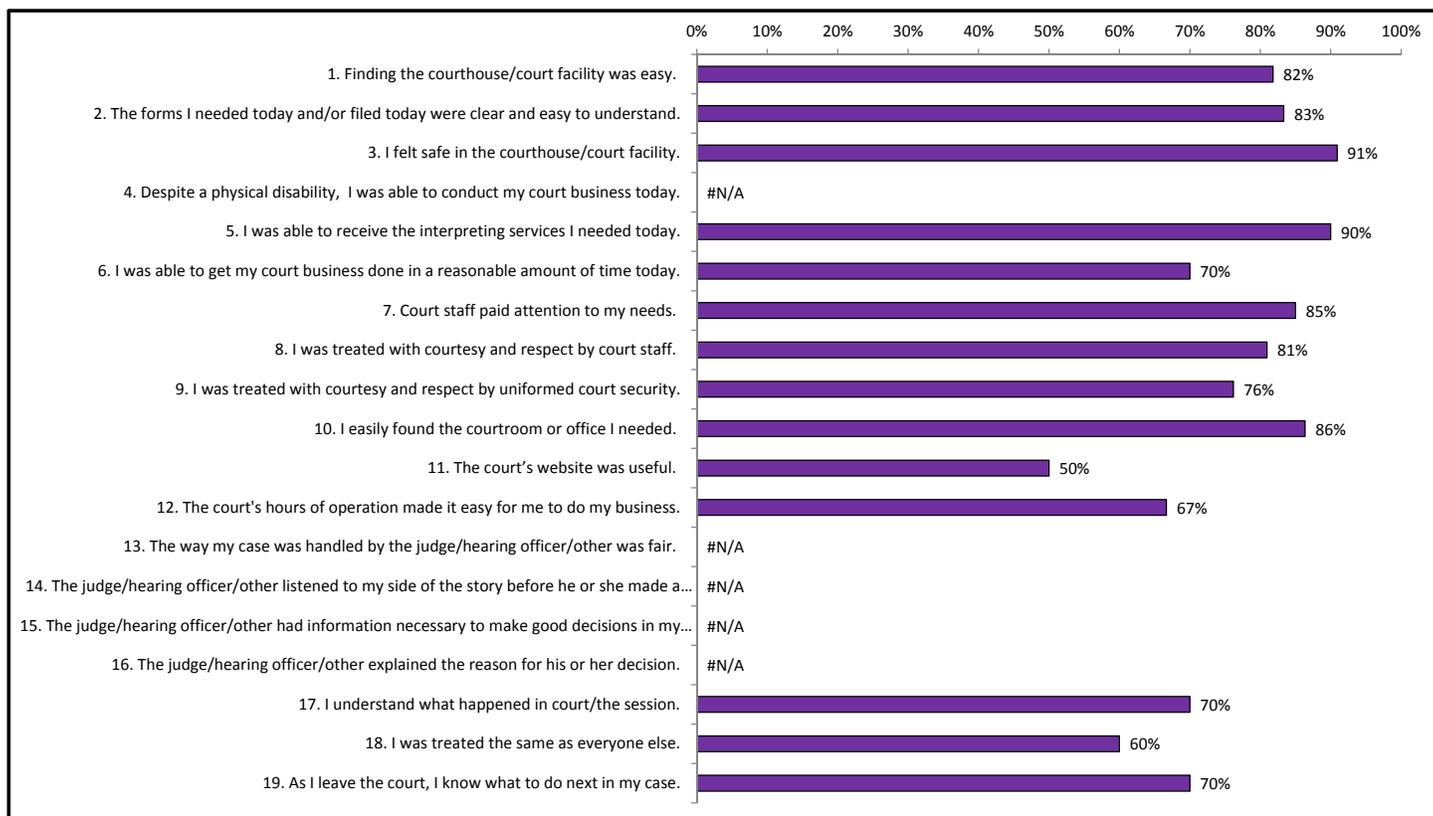


Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	9%	1	5%	1	5%	6	27%	12	55%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	11%	1	6%	0	0%	6	33%	9	50%	83%
3. I felt safe in the courthouse/court facility.	2	9%	0	0%	0	0%	5	23%	15	68%	91%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	1	10%	0	0%	0	0%	3	30%	6	60%	90%
6. I was able to get my court business done in a reasonable amount of time today.	4	20%	0	0%	2	10%	7	35%	7	35%	70%
7. Court staff paid attention to my needs.	3	15%	0	0%	0	0%	9	45%	8	40%	85%
8. I was treated with courtesy and respect by court staff.	3	14%	0	0%	1	5%	8	38%	9	43%	81%
9. I was treated with courtesy and respect by uniformed court security.	3	14%	1	5%	1	5%	6	29%	10	48%	76%
10. I easily found the courtroom or office I needed.	2	9%	0	0%	1	5%	12	55%	7	32%	86%
11. The court's website was useful.	1	6%	0	0%	7	44%	2	13%	6	38%	50%
12. The court's hours of operation made it easy for me to do my business.	2	10%	2	10%	3	14%	8	38%	6	29%	67%
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%	1	10%	1	10%	2	20%	5	50%	70%
18. I was treated the same as everyone else.	2	20%	1	10%	1	10%	1	10%	5	50%	60%
19. As I leave the court, I know what to do next in my case.	2	20%	0	0%	1	10%	2	20%	5	50%	70%

Percent That Agree or Strongly Agree

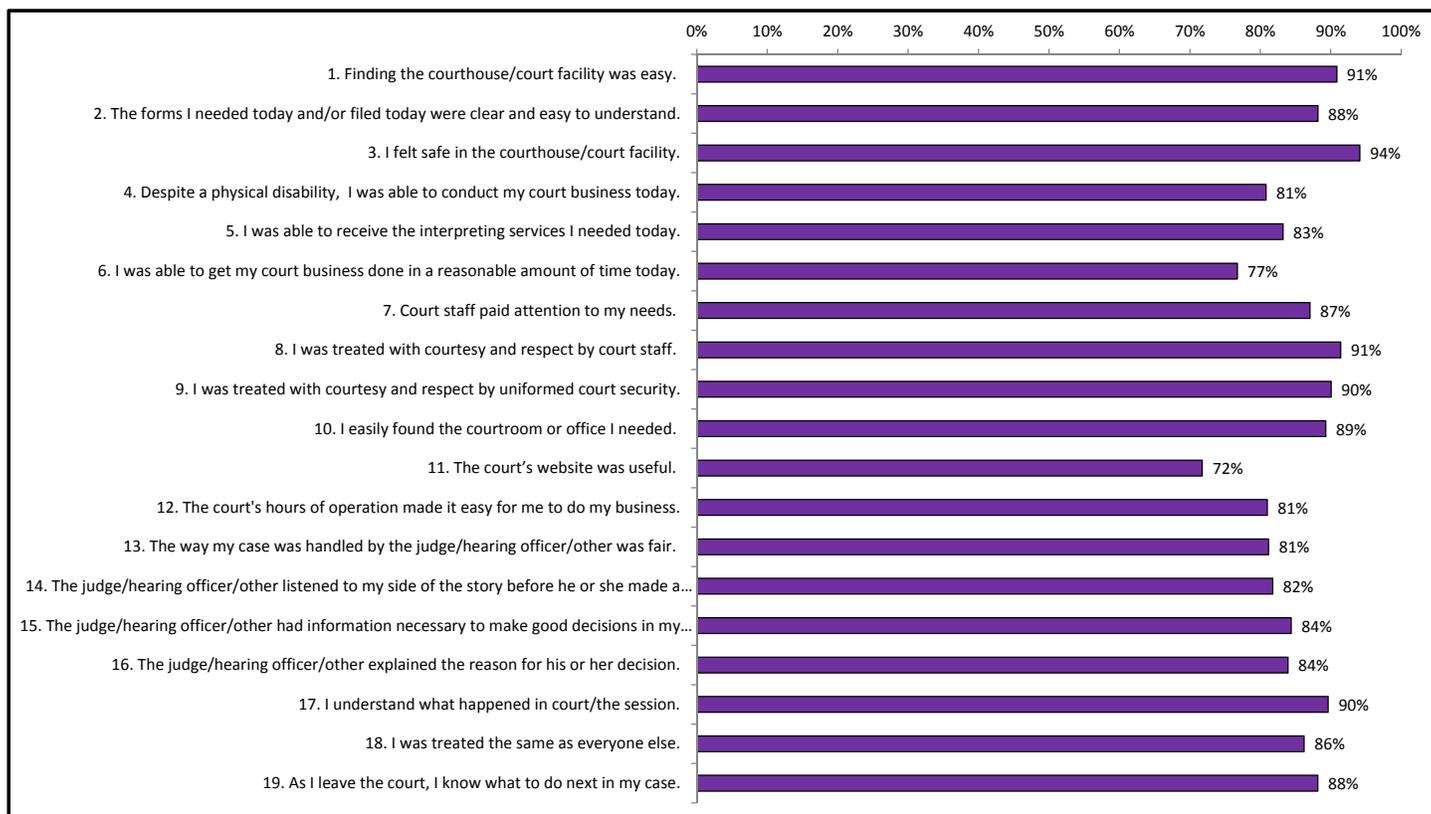


Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	17	3%	18	3%	21	3%	211	34%	346	56%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	16	3%	10	2%	31	6%	195	40%	230	48%	88%
3. I felt safe in the courthouse/court facility.	17	3%	4	1%	15	2%	168	27%	410	67%	94%
4. Despite a physical disability, I was able to conduct my court business today.	3	2%	6	3%	24	14%	58	34%	81	47%	81%
5. I was able to receive the interpreting services I needed today.	8	5%	2	1%	17	11%	59	37%	75	47%	83%
6. I was able to get my court business done in a reasonable amount of time today.	46	8%	38	7%	46	8%	194	35%	235	42%	77%
7. Court staff paid attention to my needs.	18	3%	13	2%	44	8%	179	31%	325	56%	87%
8. I was treated with courtesy and respect by court staff.	19	3%	12	2%	21	3%	164	27%	390	64%	91%
9. I was treated with courtesy and respect by uniformed court security.	19	3%	5	1%	35	6%	152	26%	382	64%	90%
10. I easily found the courtroom or office I needed.	17	3%	15	3%	32	5%	186	31%	348	58%	89%
11. The court's website was useful.	19	6%	16	5%	50	17%	92	31%	124	41%	72%
12. The court's hours of operation made it easy for me to do my business.	25	5%	18	3%	59	11%	181	34%	254	47%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	9%	2	1%	17	9%	57	31%	94	51%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	9%	3	2%	12	8%	52	33%	78	49%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	6%	6	3%	11	6%	60	35%	86	50%	84%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	7%	5	3%	10	6%	64	38%	77	46%	84%
17. I understand what happened in court/the session.	6	3%	4	2%	10	5%	62	32%	111	58%	90%
18. I was treated the same as everyone else.	12	6%	5	3%	10	5%	56	29%	113	58%	86%
19. As I leave the court, I know what to do next in my case.	6	3%	5	3%	11	6%	53	28%	111	60%	88%

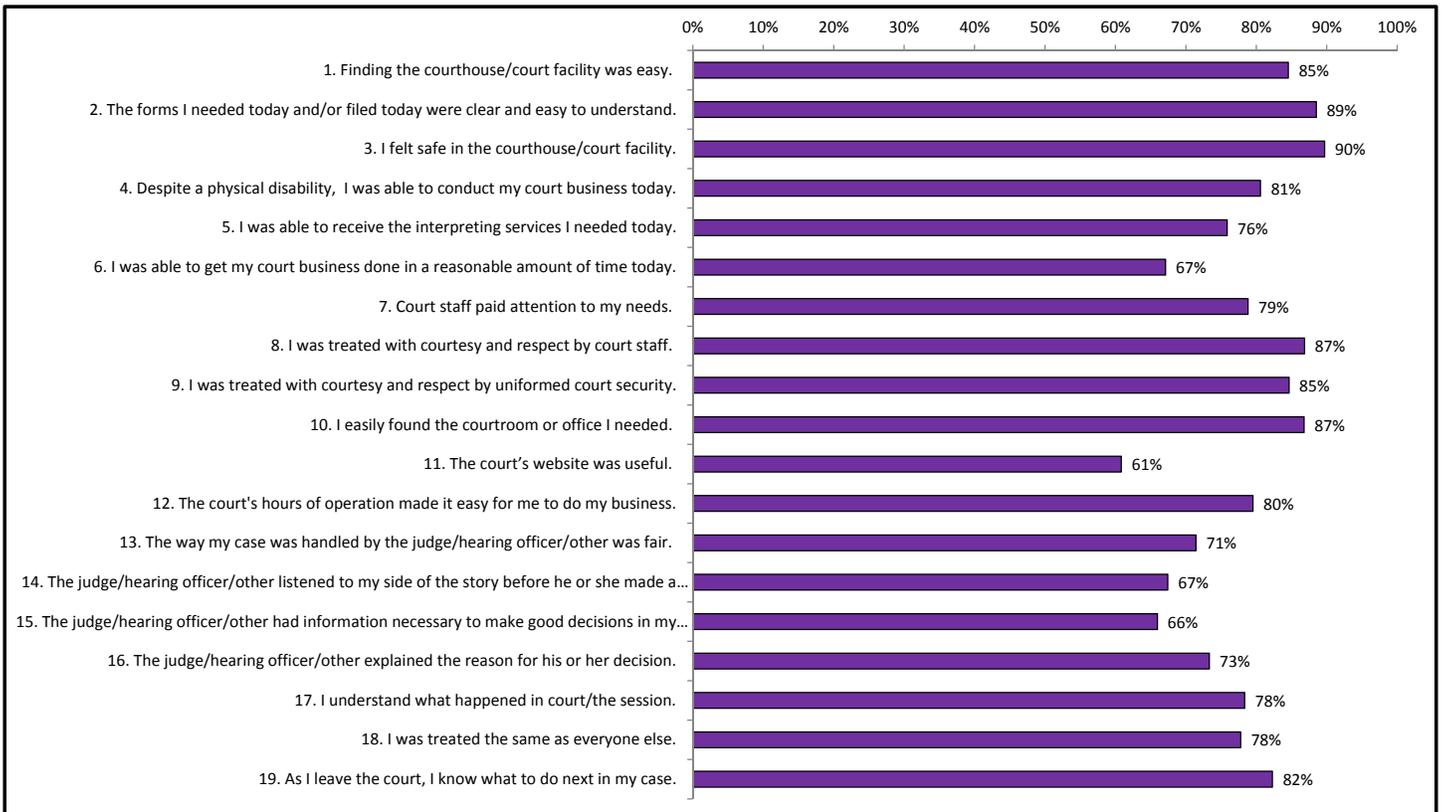
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth County**  
**How do you identify yourself (select all that apply): Black or African American**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	15	6%	11	5%	10	4%	85	36%	112	48%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	4%	5	2%	10	5%	90	43%	95	45%	89%
3. I felt safe in the courthouse/court facility.	10	4%	7	3%	7	3%	71	30%	138	59%	90%
4. Despite a physical disability, I was able to conduct my court business today.	4	3%	5	4%	17	13%	61	46%	47	35%	81%
5. I was able to receive the interpreting services I needed today.	4	3%	4	3%	20	17%	45	39%	43	37%	76%
6. I was able to get my court business done in a reasonable amount of time today.	21	9%	22	10%	30	14%	78	35%	71	32%	67%
7. Court staff paid attention to my needs.	16	7%	11	5%	20	9%	83	37%	92	41%	79%
8. I was treated with courtesy and respect by court staff.	12	5%	9	4%	9	4%	84	37%	114	50%	87%
9. I was treated with courtesy and respect by uniformed court security.	13	6%	6	3%	16	7%	76	33%	117	51%	85%
10. I easily found the courtroom or office I needed.	9	4%	12	5%	9	4%	92	41%	105	46%	87%
11. The court's website was useful.	9	8%	5	4%	33	28%	32	27%	41	34%	61%
12. The court's hours of operation made it easy for me to do my business.	12	6%	10	5%	22	10%	78	36%	93	43%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	11%	10	10%	7	7%	35	36%	35	36%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	15%	7	8%	8	9%	30	35%	28	33%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	14	15%	5	5%	13	14%	31	33%	31	33%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	10%	5	6%	10	11%	34	38%	32	36%	73%
17. I understand what happened in court/the session.	12	12%	4	4%	5	5%	38	39%	38	39%	78%
18. I was treated the same as everyone else.	12	12%	4	4%	6	6%	34	34%	43	43%	78%
19. As I leave the court, I know what to do next in my case.	11	11%	3	3%	3	3%	36	38%	43	45%	82%

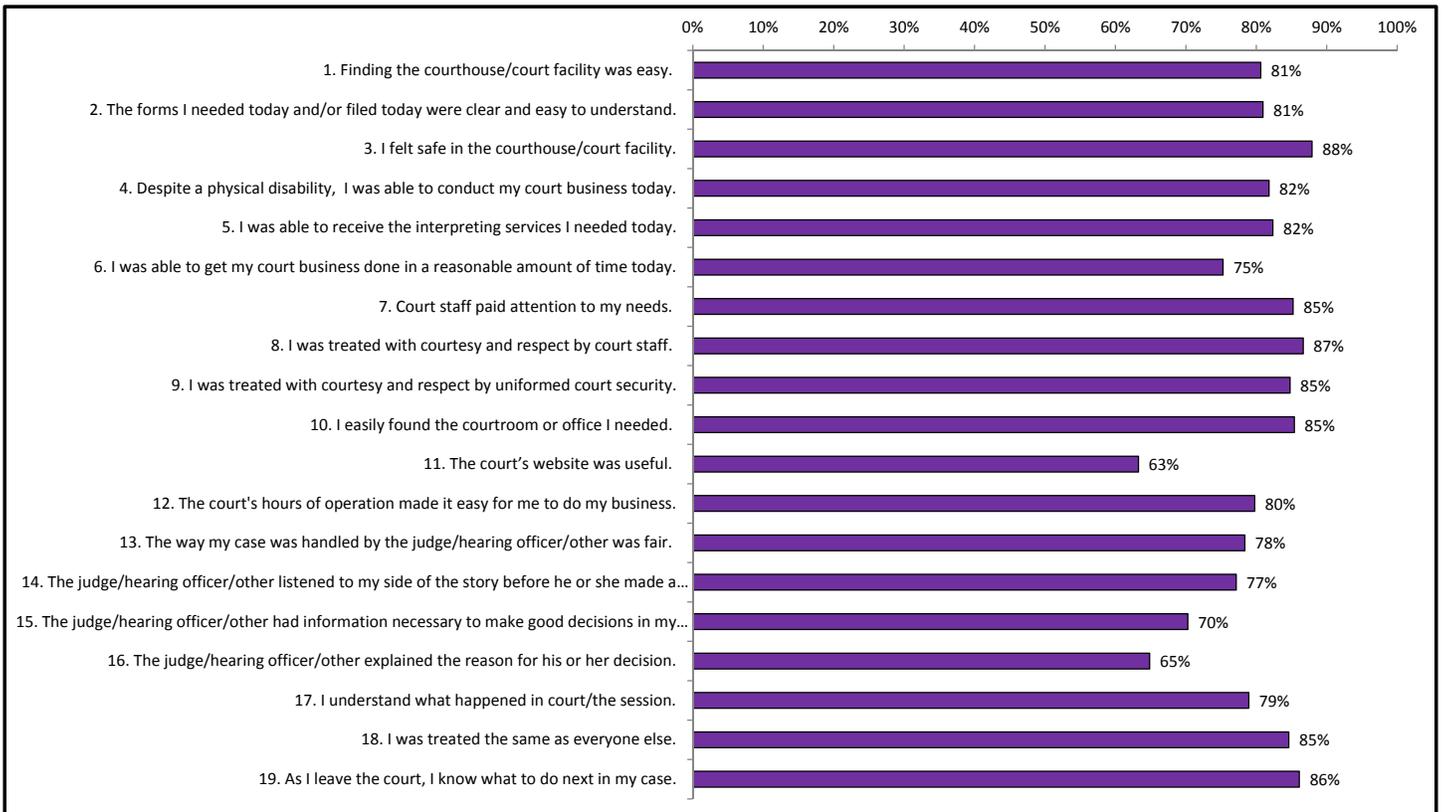
**Percent That Agree or Strongly Agree**



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.	10	11%	4	4%	4	4%	33	35%	42	45%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	10%	2	2%	6	7%	39	46%	29	35%	81%
3. I felt safe in the courthouse/court facility.	6	7%	3	3%	2	2%	24	26%	56	62%	88%
4. Despite a physical disability, I was able to conduct my court business today.	5	11%	1	2%	2	5%	18	41%	18	41%	82%
5. I was able to receive the interpreting services I needed today.	7	14%	0	0%	2	4%	18	35%	24	47%	82%
6. I was able to get my court business done in a reasonable amount of time today.	9	10%	5	6%	8	9%	33	37%	34	38%	75%
7. Court staff paid attention to my needs.	7	8%	2	2%	4	5%	28	32%	47	53%	85%
8. I was treated with courtesy and respect by court staff.	6	7%	3	3%	3	3%	26	29%	52	58%	87%
9. I was treated with courtesy and respect by uniformed court security.	7	8%	1	1%	6	7%	23	25%	55	60%	85%
10. I easily found the courtroom or office I needed.	6	7%	4	4%	3	3%	32	36%	44	49%	85%
11. The court's website was useful.	5	10%	3	6%	10	20%	19	39%	12	24%	63%
12. The court's hours of operation made it easy for me to do my business.	6	7%	3	3%	9	10%	38	43%	33	37%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	8%	2	5%	3	8%	11	30%	18	49%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	11%	3	9%	1	3%	11	31%	16	46%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	14%	2	5%	4	11%	11	30%	15	41%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	11%	2	5%	7	19%	10	27%	14	38%	65%
17. I understand what happened in court/the session.	5	13%	1	3%	2	5%	13	34%	17	45%	79%
18. I was treated the same as everyone else.	3	8%	1	3%	2	5%	9	23%	24	62%	85%
19. As I leave the court, I know what to do next in my case.	3	8%	1	3%	1	3%	9	25%	22	61%	86%

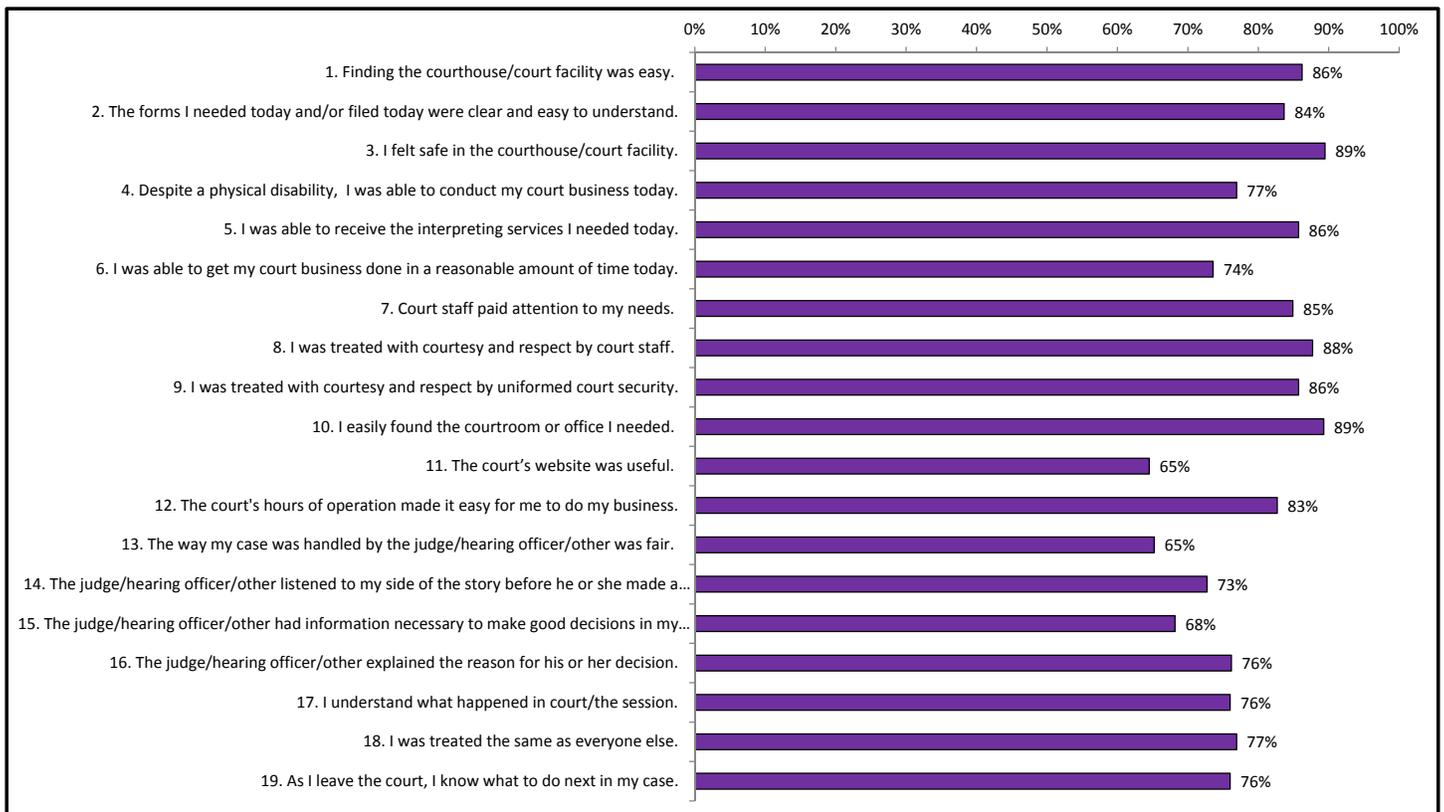
Percent That Agree or Strongly Agree



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.	2	3%	1	2%	5	9%	23	40%	27	47%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	2	4%	4	8%	18	37%	23	47%	84%
3. I felt safe in the courthouse/court facility.	1	2%	2	4%	3	5%	20	35%	31	54%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	4%	5	19%	9	35%	11	42%	77%
5. I was able to receive the interpreting services I needed today.	0	0%	1	5%	2	10%	9	43%	9	43%	86%
6. I was able to get my court business done in a reasonable amount of time today.	3	6%	2	4%	9	17%	18	34%	21	40%	74%
7. Court staff paid attention to my needs.	4	8%	2	4%	2	4%	23	43%	22	42%	85%
8. I was treated with courtesy and respect by court staff.	2	4%	2	4%	3	5%	21	37%	29	51%	88%
9. I was treated with courtesy and respect by uniformed court security.	3	5%	0	0%	5	9%	19	34%	29	52%	86%
10. I easily found the courtroom or office I needed.	2	4%	2	4%	2	4%	21	38%	29	52%	89%
11. The court's website was useful.	1	3%	4	13%	6	19%	13	42%	7	23%	65%
12. The court's hours of operation made it easy for me to do my business.	2	4%	2	4%	5	10%	19	37%	24	46%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	13%	1	4%	4	17%	9	39%	6	26%	65%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	14%	1	5%	2	9%	9	41%	7	32%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	14%	1	5%	3	14%	8	36%	7	32%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	0	0%	4	19%	10	48%	6	29%	76%
17. I understand what happened in court/the session.	1	4%	2	8%	3	12%	10	40%	9	36%	76%
18. I was treated the same as everyone else.	2	8%	1	4%	3	12%	11	42%	9	35%	77%
19. As I leave the court, I know what to do next in my case.	2	8%	2	8%	2	8%	10	40%	9	36%	76%

Percent That Agree or Strongly Agree

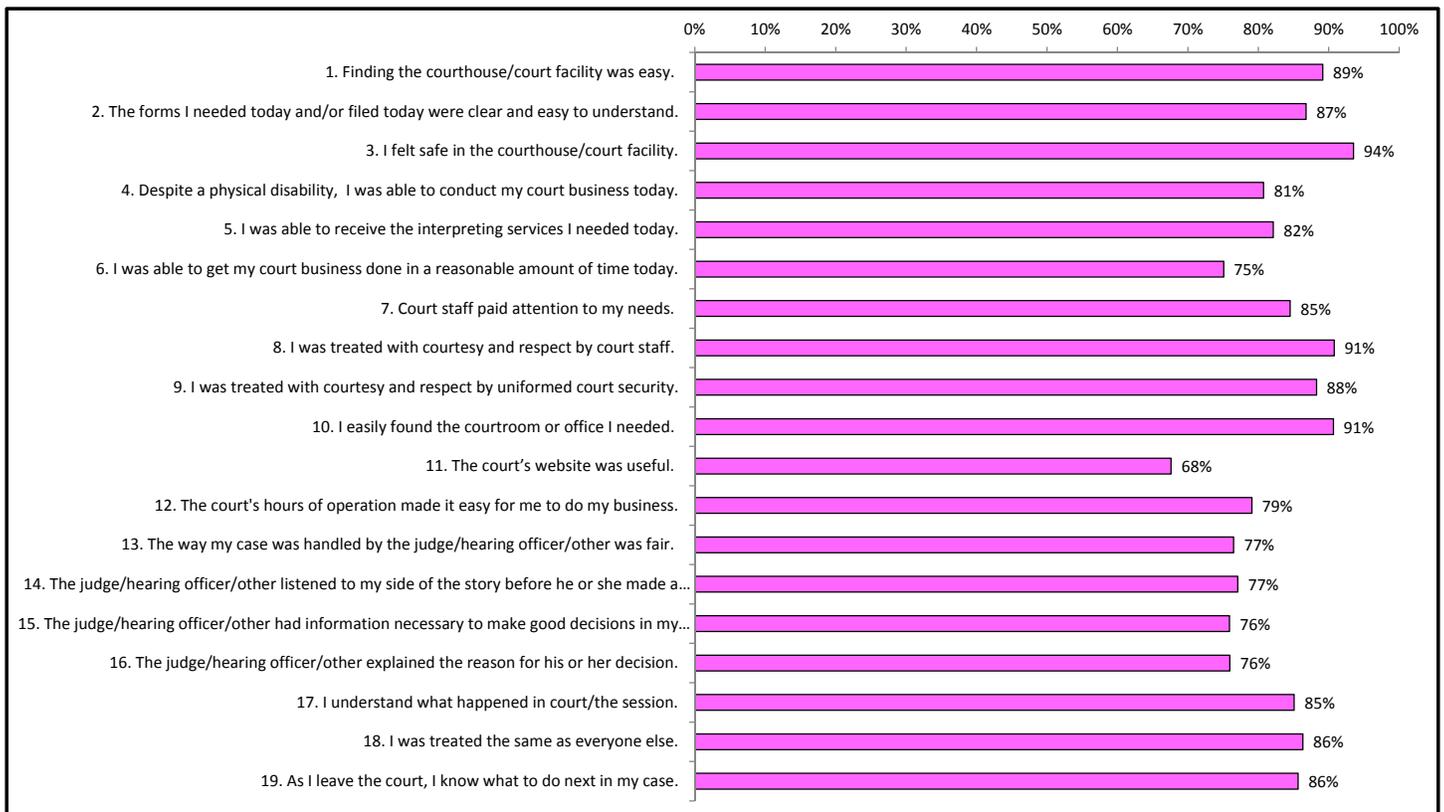


Monmouth County

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.	26	5%	19	3%	17	3%	206	36%	304	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	21	4%	9	2%	32	7%	202	43%	205	44%	87%
3. I felt safe in the courthouse/court facility.	19	3%	8	1%	10	2%	166	29%	368	64%	94%
4. Despite a physical disability, I was able to conduct my court business today.	5	2%	9	4%	27	13%	86	40%	86	40%	81%
5. I was able to receive the interpreting services I needed today.	8	4%	5	2%	24	12%	85	41%	85	41%	82%
6. I was able to get my court business done in a reasonable amount of time today.	38	7%	36	7%	60	11%	187	35%	217	40%	75%
7. Court staff paid attention to my needs.	21	4%	17	3%	46	8%	189	35%	270	50%	85%
8. I was treated with courtesy and respect by court staff.	22	4%	12	2%	18	3%	184	33%	328	58%	91%
9. I was treated with courtesy and respect by uniformed court security.	25	5%	4	1%	36	6%	156	28%	333	60%	88%
10. I easily found the courtroom or office I needed.	19	3%	11	2%	22	4%	206	37%	299	54%	91%
11. The court's website was useful.	21	7%	12	4%	58	21%	88	31%	102	36%	68%
12. The court's hours of operation made it easy for me to do my business.	31	6%	20	4%	55	11%	178	35%	223	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	10%	6	3%	22	11%	66	33%	87	44%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	21	12%	5	3%	15	8%	56	31%	82	46%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	18	9%	6	3%	22	12%	62	32%	83	43%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	17	9%	10	5%	17	9%	63	34%	76	42%	76%
17. I understand what happened in court/the session.	15	7%	6	3%	10	5%	69	33%	108	52%	85%
18. I was treated the same as everyone else.	15	7%	4	2%	10	5%	64	30%	119	56%	86%
19. As I leave the court, I know what to do next in my case.	12	6%	5	2%	12	6%	59	29%	114	56%	86%

Percent That Agree or Strongly Agree

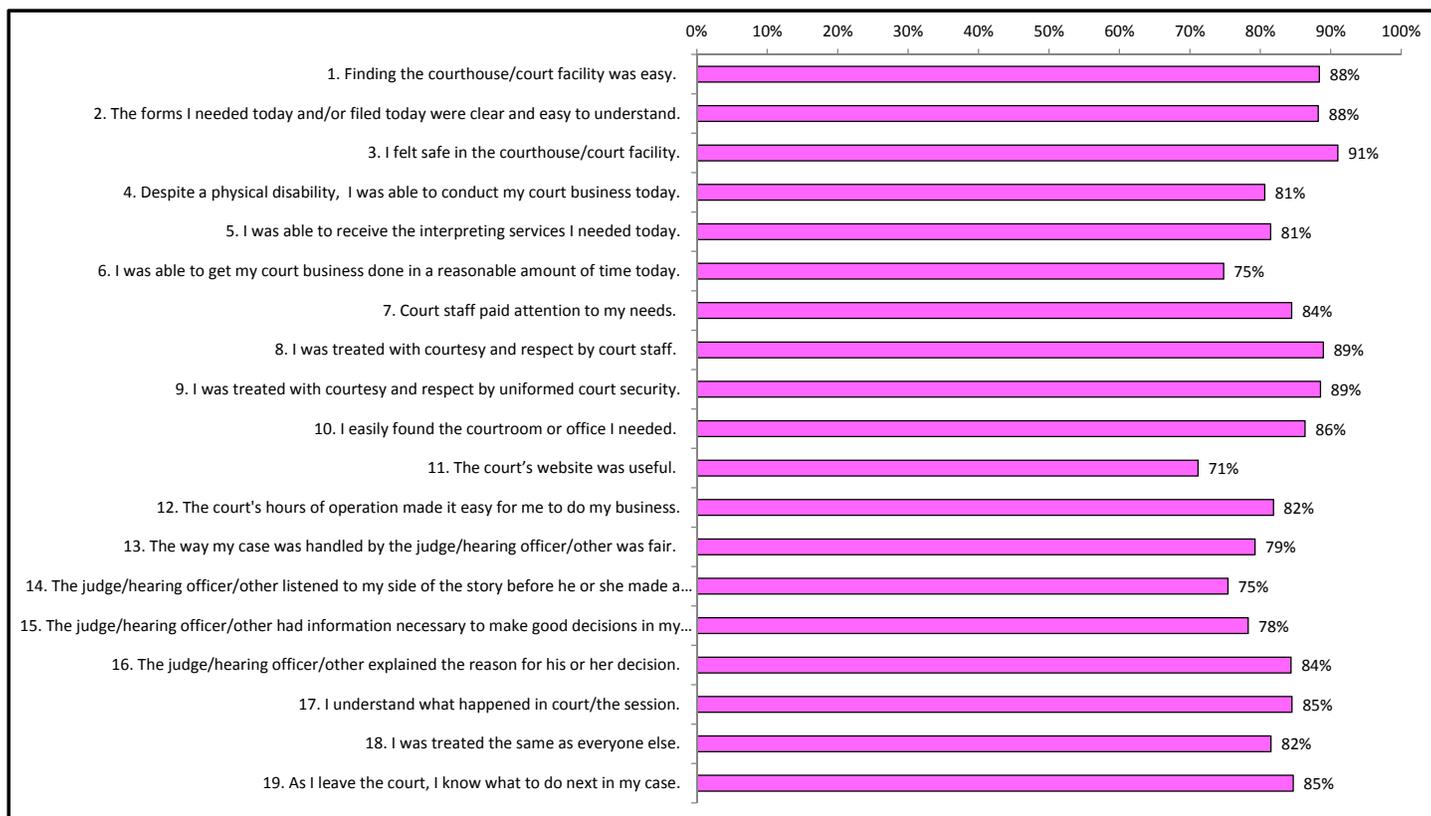


Monmouth County

What is your gender: female

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	17	4%	14	3%	17	4%	143	35%	222	54%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	16	5%	7	2%	17	5%	135	40%	165	49%	88%
3. I felt safe in the courthouse/court facility.	17	4%	6	1%	14	3%	113	27%	262	64%	91%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	4	3%	18	12%	54	35%	71	46%	81%
5. I was able to receive the interpreting services I needed today.	10	7%	2	1%	13	10%	46	34%	64	47%	81%
6. I was able to get my court business done in a reasonable amount of time today.	40	11%	22	6%	32	9%	134	36%	145	39%	75%
7. Court staff paid attention to my needs.	23	6%	10	3%	27	7%	117	30%	209	54%	84%
8. I was treated with courtesy and respect by court staff.	17	4%	12	3%	16	4%	111	27%	251	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	15	4%	7	2%	24	6%	113	28%	243	60%	89%
10. I easily found the courtroom or office I needed.	14	3%	19	5%	22	5%	121	30%	227	56%	86%
11. The court's website was useful.	14	7%	10	5%	38	18%	66	31%	87	40%	71%
12. The court's hours of operation made it easy for me to do my business.	17	5%	9	2%	42	11%	134	36%	173	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	12	9%	6	4%	10	7%	40	30%	67	50%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	9%	7	6%	11	9%	38	32%	51	43%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	9%	6	5%	11	9%	44	34%	57	44%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	6%	1	1%	11	9%	51	40%	57	45%	84%
17. I understand what happened in court/the session.	7	5%	3	2%	12	8%	50	35%	70	49%	85%
18. I was treated the same as everyone else.	13	9%	5	3%	9	6%	44	30%	75	51%	82%
19. As I leave the court, I know what to do next in my case.	10	7%	5	4%	6	4%	46	34%	70	51%	85%

Percent That Agree or Strongly Agree

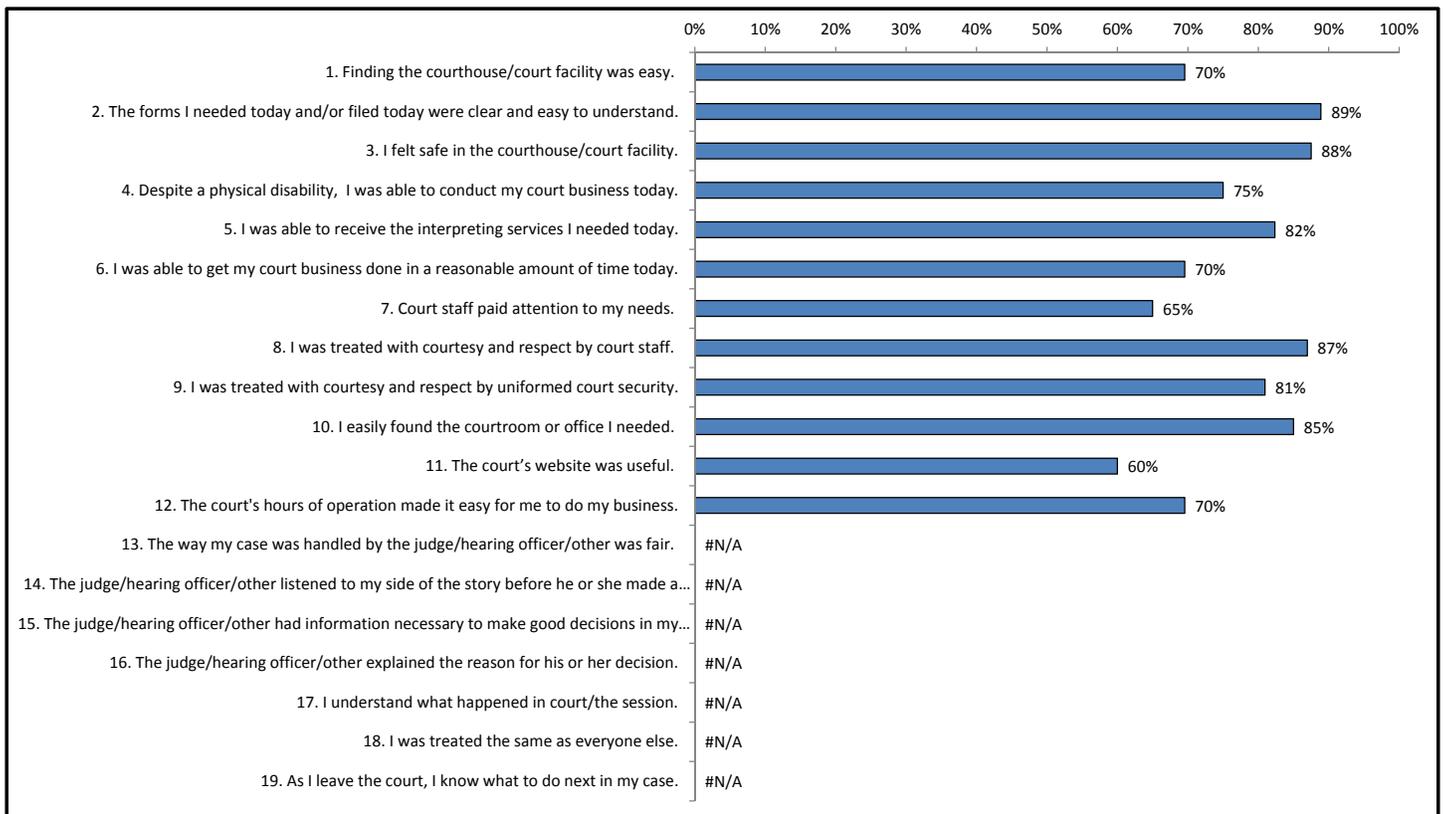


Monmouth County

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.	1	4%	3	13%	3	13%	7	30%	9	39%	70%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	6%	0	0%	1	6%	11	61%	5	28%	89%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	2	8%	8	33%	13	54%	88%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	8%	2	17%	5	42%	4	33%	75%
5. I was able to receive the interpreting services I needed today.	0	0%	2	12%	1	6%	9	53%	5	29%	82%
6. I was able to get my court business done in a reasonable amount of time today.	2	9%	3	13%	2	9%	8	35%	8	35%	70%
7. Court staff paid attention to my needs.	2	10%	2	10%	3	15%	3	15%	10	50%	65%
8. I was treated with courtesy and respect by court staff.	1	4%	1	4%	1	4%	5	22%	15	65%	87%
9. I was treated with courtesy and respect by uniformed court security.	2	10%	0	0%	2	10%	3	14%	14	67%	81%
10. I easily found the courtroom or office I needed.	2	10%	0	0%	1	5%	4	20%	13	65%	85%
11. The court's website was useful.	3	30%	1	10%	0	0%	3	30%	3	30%	60%
12. The court's hours of operation made it easy for me to do my business.	2	9%	2	9%	3	13%	6	26%	10	43%	70%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

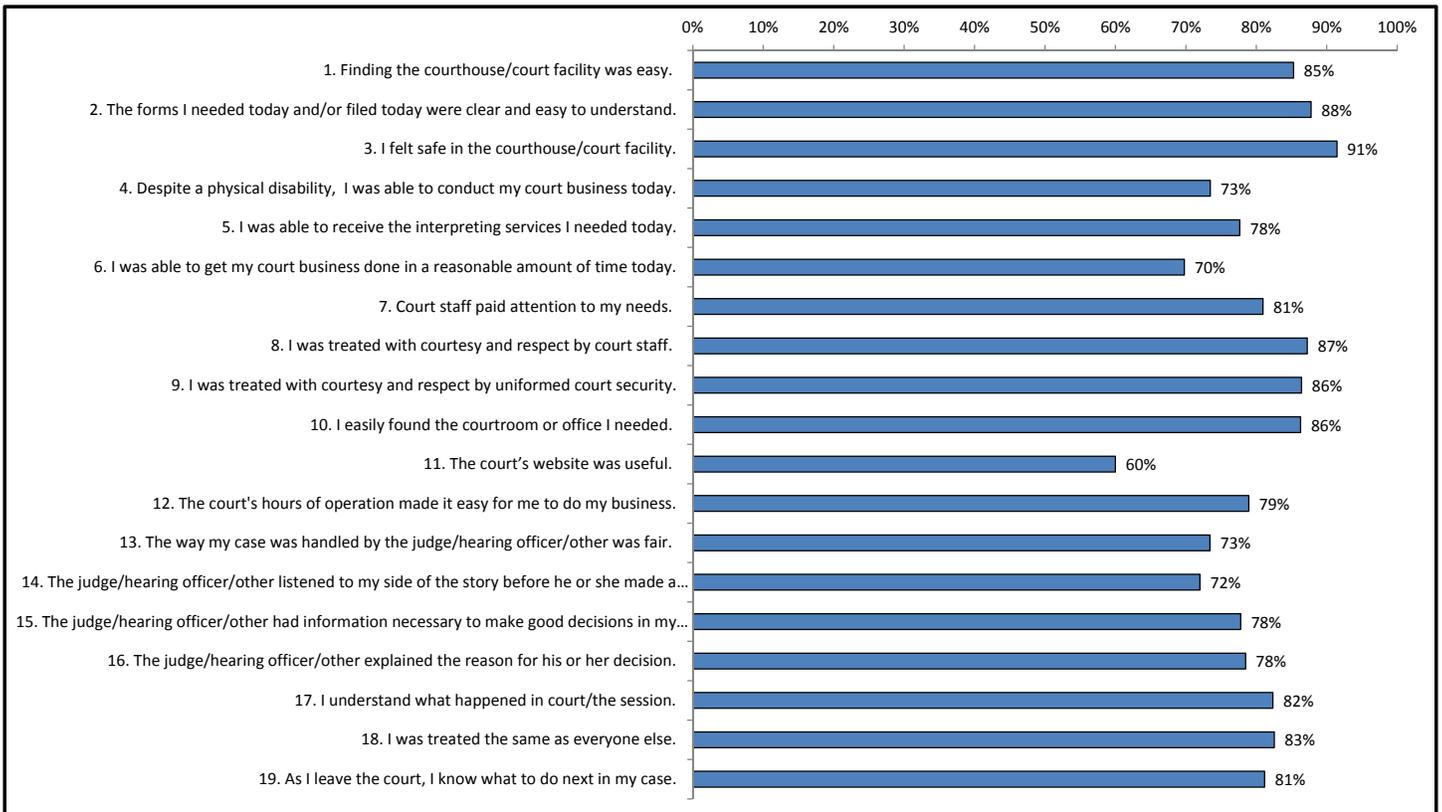
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth 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	5%	10	5%	10	5%	80	39%	94	46%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	5%	2	1%	11	6%	85	47%	73	41%	88%
3. I felt safe in the courthouse/court facility.	8	4%	4	2%	5	3%	68	34%	114	57%	91%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	2	2%	19	19%	35	36%	37	38%	73%
5. I was able to receive the interpreting services I needed today.	8	9%	1	1%	12	13%	38	40%	35	37%	78%
6. I was able to get my court business done in a reasonable amount of time today.	22	11%	18	9%	18	9%	70	36%	64	33%	70%
7. Court staff paid attention to my needs.	8	4%	7	4%	21	11%	64	34%	89	47%	81%
8. I was treated with courtesy and respect by court staff.	6	3%	8	4%	11	6%	70	36%	101	52%	87%
9. I was treated with courtesy and respect by uniformed court security.	7	4%	3	2%	17	9%	63	32%	109	55%	86%
10. I easily found the courtroom or office I needed.	6	3%	7	4%	14	7%	70	36%	100	51%	86%
11. The court's website was useful.	12	10%	3	3%	33	28%	40	33%	32	27%	60%
12. The court's hours of operation made it easy for me to do my business.	16	8%	6	3%	18	9%	76	40%	74	39%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	10%	2	3%	11	14%	26	33%	32	41%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	15%	3	4%	7	9%	24	32%	30	40%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	12%	1	1%	7	9%	29	36%	34	42%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	6%	2	3%	10	13%	31	39%	31	39%	78%
17. I understand what happened in court/the session.	6	7%	0	0%	9	11%	31	36%	39	46%	82%
18. I was treated the same as everyone else.	7	8%	1	1%	7	8%	28	33%	43	50%	83%
19. As I leave the court, I know what to do next in my case.	9	11%	2	2%	5	6%	30	35%	39	46%	81%

**Percent That Agree or Strongly Agree**

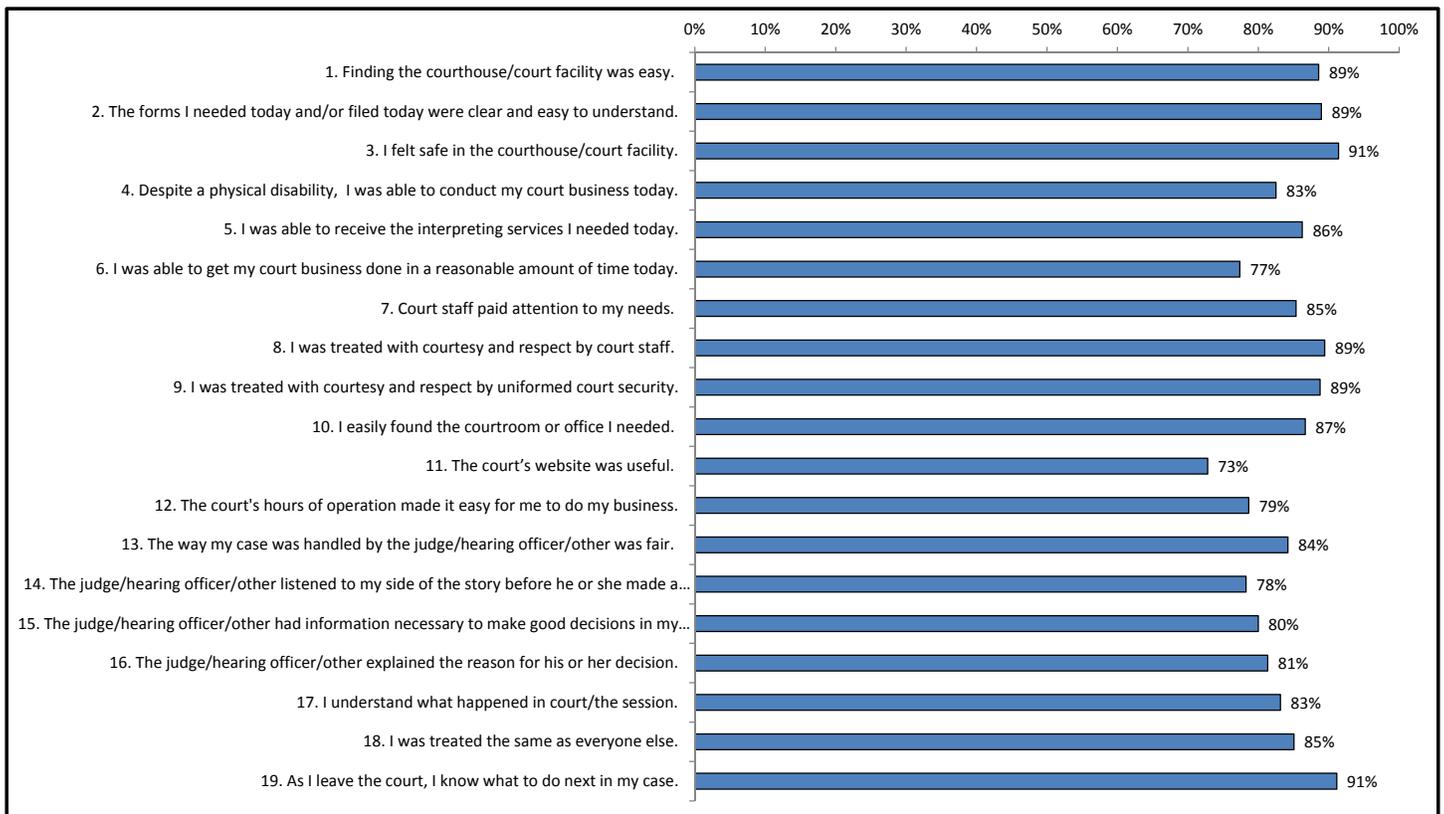


Monmouth County

What is your age: 30 - 39

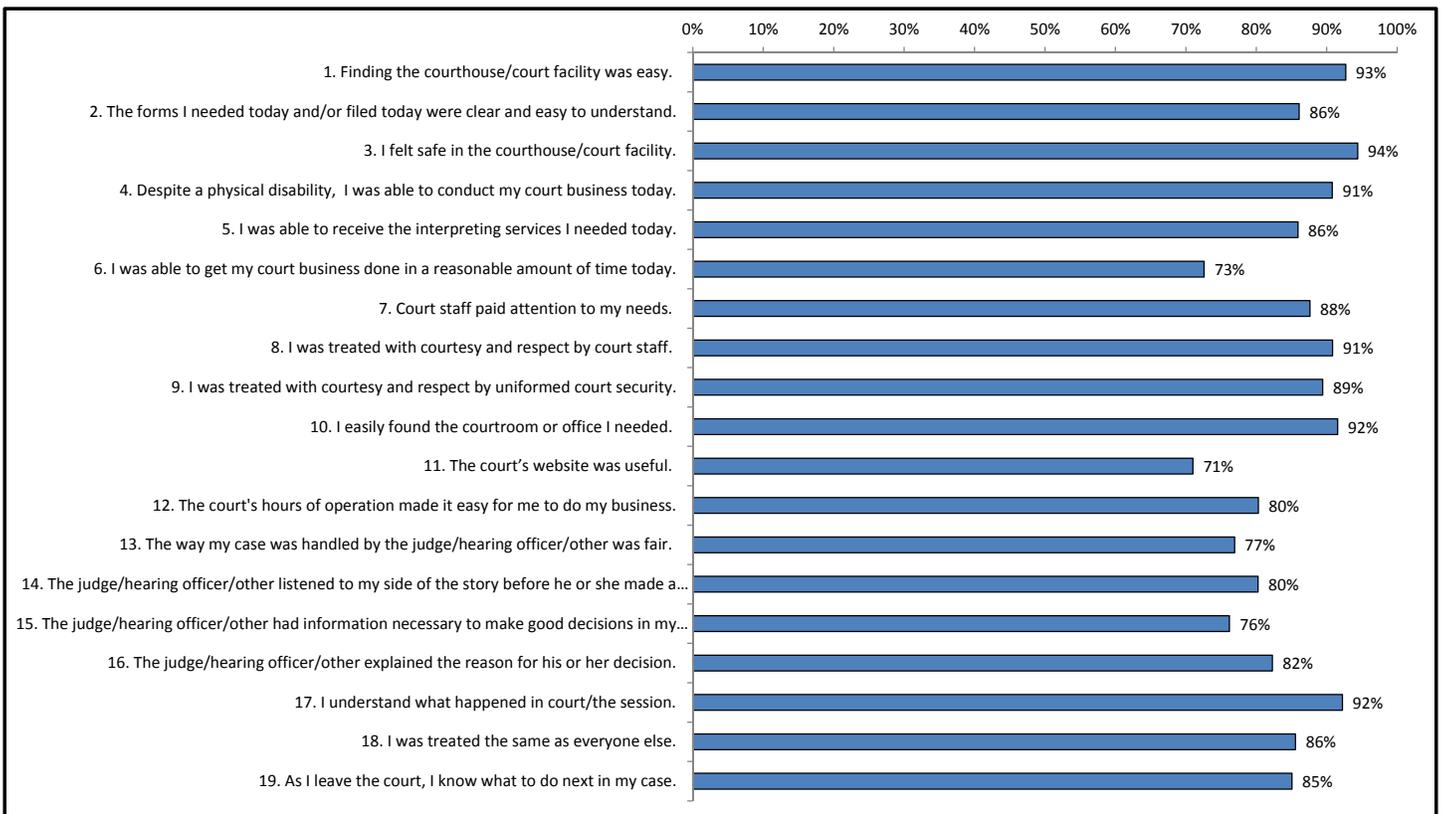
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	13	6%	7	3%	4	2%	77	37%	109	52%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	5%	5	3%	6	3%	76	42%	85	47%	89%
3. I felt safe in the courthouse/court facility.	8	4%	7	3%	3	1%	59	28%	132	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	4	5%	6	8%	35	44%	31	39%	83%
5. I was able to receive the interpreting services I needed today.	3	4%	0	0%	8	10%	31	39%	38	48%	86%
6. I was able to get my court business done in a reasonable amount of time today.	16	8%	8	4%	21	11%	75	38%	79	40%	77%
7. Court staff paid attention to my needs.	10	5%	5	2%	15	7%	80	39%	95	46%	85%
8. I was treated with courtesy and respect by court staff.	9	4%	4	2%	9	4%	72	35%	114	55%	89%
9. I was treated with courtesy and respect by uniformed court security.	9	4%	3	1%	11	5%	65	32%	117	57%	89%
10. I easily found the courtroom or office I needed.	7	3%	12	6%	9	4%	68	32%	114	54%	87%
11. The court's website was useful.	6	5%	7	6%	18	16%	38	33%	45	39%	73%
12. The court's hours of operation made it easy for me to do my business.	9	5%	8	4%	24	13%	65	34%	86	45%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	5%	3	4%	5	7%	34	45%	30	39%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	9%	4	6%	5	7%	28	41%	26	38%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	8%	2	3%	7	9%	32	43%	28	37%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	8%	2	3%	6	8%	35	47%	26	35%	81%
17. I understand what happened in court/the session.	8	10%	2	2%	4	5%	31	37%	38	46%	83%
18. I was treated the same as everyone else.	5	6%	4	5%	4	5%	28	32%	46	53%	85%
19. As I leave the court, I know what to do next in my case.	4	5%	1	1%	2	3%	26	33%	46	58%	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.	7	3%	3	1%	7	3%	75	32%	141	61%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	4	2%	16	8%	73	38%	94	48%	86%
3. I felt safe in the courthouse/court facility.	4	2%	2	1%	7	3%	61	26%	158	68%	94%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	1%	6	8%	35	46%	34	45%	91%
5. I was able to receive the interpreting services I needed today.	2	3%	1	1%	7	10%	27	38%	34	48%	86%
6. I was able to get my court business done in a reasonable amount of time today.	15	7%	19	9%	23	11%	63	30%	88	42%	73%
7. Court staff paid attention to my needs.	12	6%	4	2%	11	5%	69	32%	122	56%	88%
8. I was treated with courtesy and respect by court staff.	11	5%	4	2%	6	3%	67	29%	141	62%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	0	0%	17	7%	66	29%	137	60%	89%
10. I easily found the courtroom or office I needed.	7	3%	4	2%	8	4%	83	37%	123	55%	92%
11. The court's website was useful.	7	7%	8	8%	14	14%	30	30%	41	41%	71%
12. The court's hours of operation made it easy for me to do my business.	11	5%	9	4%	21	10%	70	34%	97	47%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	12%	2	2%	8	9%	22	24%	48	53%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	12%	2	2%	4	5%	24	30%	41	51%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	10%	3	4%	9	11%	22	26%	42	50%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	8%	5	6%	3	4%	23	29%	42	53%	82%
17. I understand what happened in court/the session.	3	3%	0	0%	4	4%	28	31%	55	61%	92%
18. I was treated the same as everyone else.	9	10%	2	2%	2	2%	24	27%	53	59%	86%
19. As I leave the court, I know what to do next in my case.	2	2%	5	6%	6	7%	21	24%	53	61%	85%

Percent That Agree or Strongly Agree

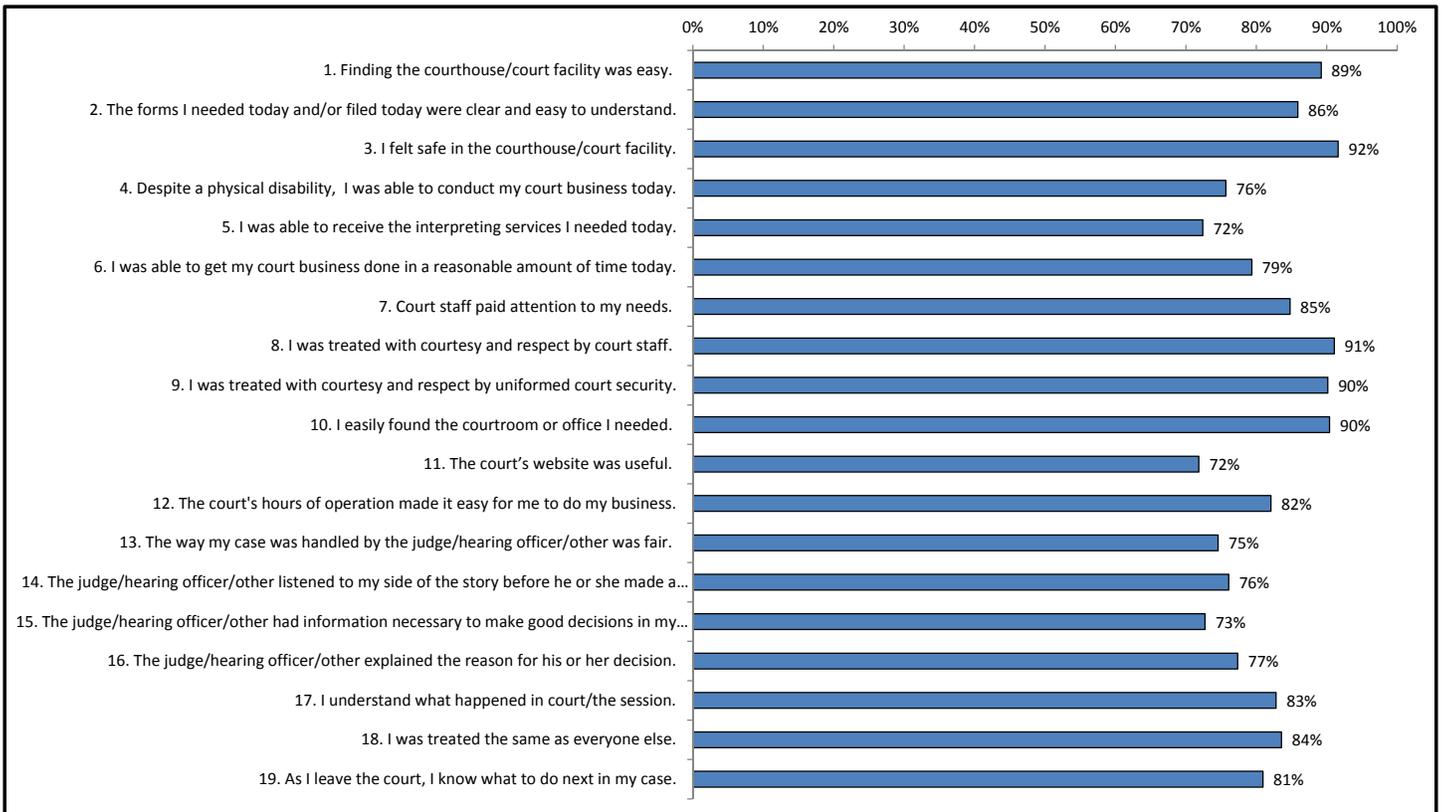


Monmouth County

What is your age: 50 - 59

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	4%	8	4%	5	2%	78	38%	104	51%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	5%	4	3%	10	6%	62	40%	72	46%	86%
3. I felt safe in the courthouse/court facility.	11	5%	1	0%	5	2%	51	25%	135	67%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	5	7%	10	14%	26	35%	30	41%	76%
5. I was able to receive the interpreting services I needed today.	5	9%	3	5%	8	14%	20	34%	22	38%	72%
6. I was able to get my court business done in a reasonable amount of time today.	12	6%	9	5%	18	10%	74	39%	76	40%	79%
7. Court staff paid attention to my needs.	8	4%	6	3%	14	8%	61	33%	95	52%	85%
8. I was treated with courtesy and respect by court staff.	8	4%	6	3%	4	2%	53	26%	131	65%	91%
9. I was treated with courtesy and respect by uniformed court security.	9	5%	5	3%	5	3%	48	25%	126	65%	90%
10. I easily found the courtroom or office I needed.	8	4%	6	3%	5	3%	71	36%	108	55%	90%
11. The court's website was useful.	4	4%	3	3%	22	21%	28	27%	46	45%	72%
12. The court's hours of operation made it easy for me to do my business.	9	5%	3	2%	19	11%	63	36%	79	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	5	8%	5	8%	17	29%	27	46%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	13%	2	4%	3	7%	14	30%	21	46%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	11%	3	5%	6	11%	17	31%	23	42%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	13%	2	4%	3	6%	19	36%	22	42%	77%
17. I understand what happened in court/the session.	5	8%	4	6%	2	3%	18	28%	35	55%	83%
18. I was treated the same as everyone else.	7	10%	2	3%	2	3%	20	30%	36	54%	84%
19. As I leave the court, I know what to do next in my case.	6	10%	3	5%	3	5%	18	29%	33	52%	81%

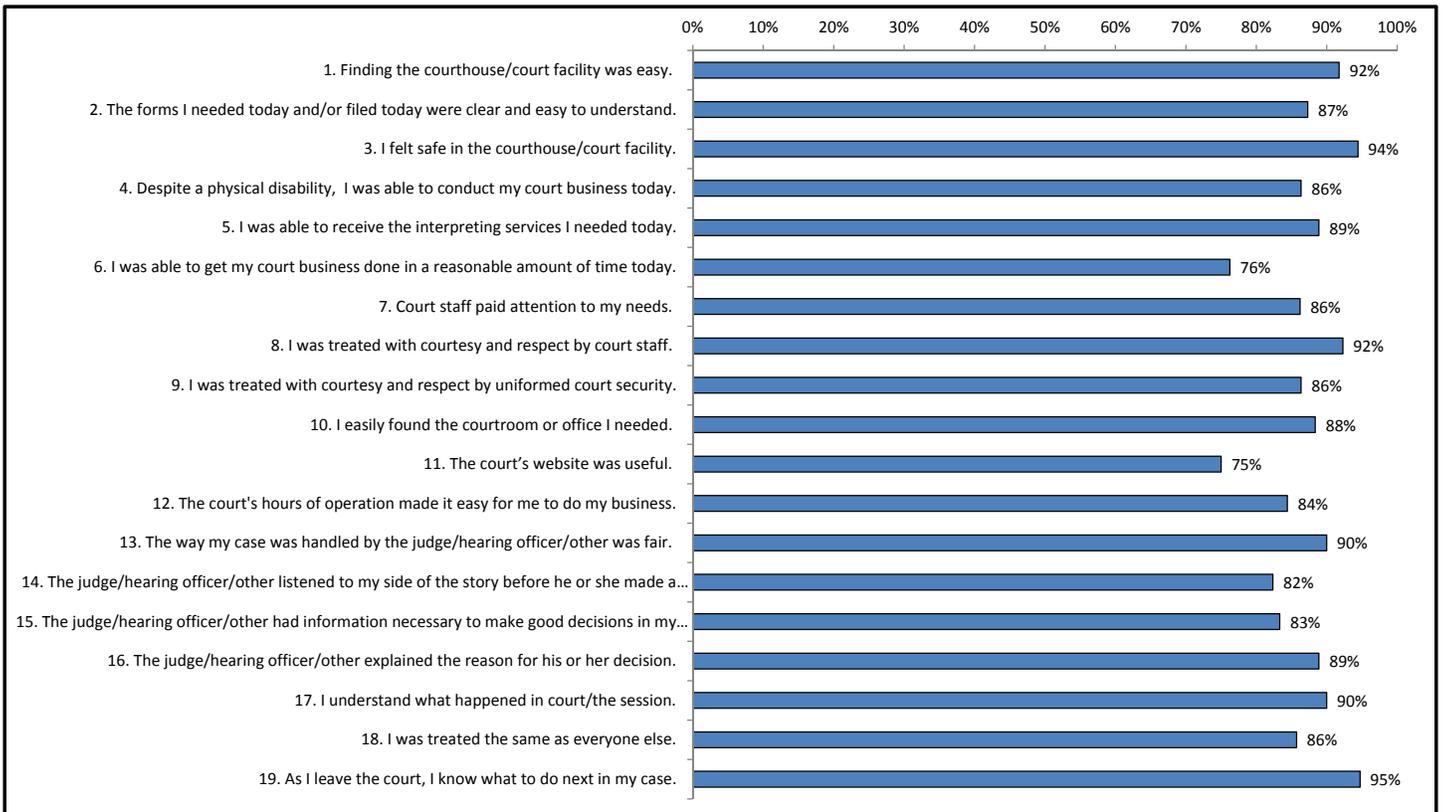
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Monmouth County**  
**What is your age: 60 - 69**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	4%	2	2%	2	2%	22	26%	56	66%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	6%	1	2%	3	5%	20	32%	35	56%	87%
3. I felt safe in the courthouse/court facility.	3	3%	0	0%	2	2%	22	24%	63	70%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	0	0%	2	9%	5	23%	14	64%	86%
5. I was able to receive the interpreting services I needed today.	1	6%	0	0%	1	6%	5	28%	11	61%	89%
6. I was able to get my court business done in a reasonable amount of time today.	9	11%	4	5%	6	8%	27	34%	34	43%	76%
7. Court staff paid attention to my needs.	3	3%	2	2%	7	8%	22	25%	53	61%	86%
8. I was treated with courtesy and respect by court staff.	3	3%	1	1%	3	3%	20	22%	64	70%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	1	1%	8	9%	16	18%	60	68%	86%
10. I easily found the courtroom or office I needed.	3	3%	1	1%	6	7%	19	22%	57	66%	88%
11. The court's website was useful.	3	8%	1	3%	6	15%	11	28%	19	48%	75%
12. The court's hours of operation made it easy for me to do my business.	2	3%	1	1%	9	12%	21	27%	44	57%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	0	0%	2	10%	5	25%	13	65%	90%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	3	18%	3	18%	11	65%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	6%	2	11%	3	17%	12	67%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	2	11%	4	22%	12	67%	89%
17. I understand what happened in court/the session.	0	0%	1	5%	1	5%	5	25%	13	65%	90%
18. I was treated the same as everyone else.	1	5%	1	5%	1	5%	4	19%	14	67%	86%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	1	5%	3	16%	15	79%	95%

**Percent That Agree or Strongly Agree**



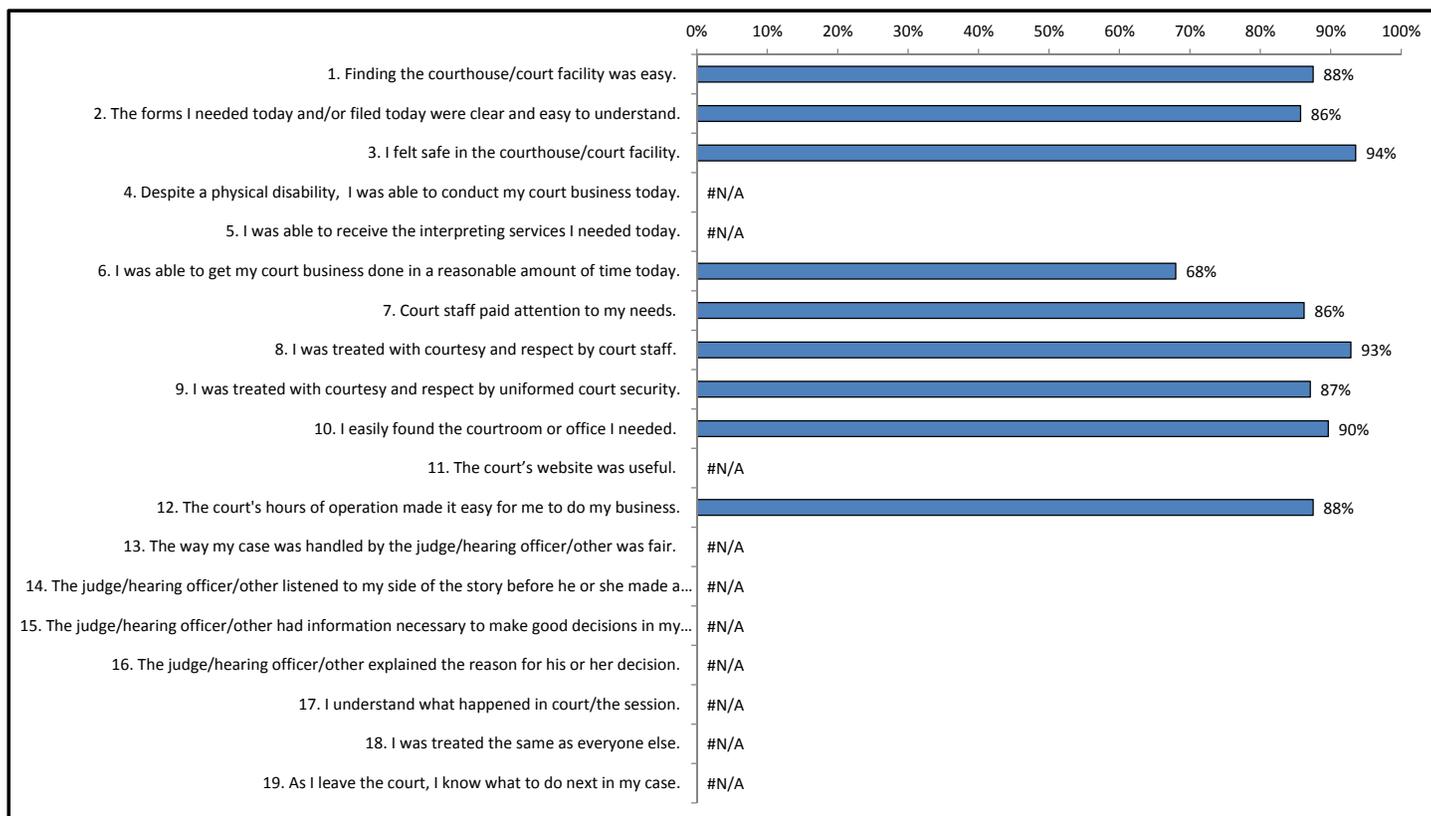
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Monmouth County

What is your age: 70 or older

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	3%	0	0%	3	9%	12	38%	16	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	3	14%	10	48%	8	38%	86%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	11	35%	18	58%	94%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	3	12%	0	0%	5	20%	7	28%	10	40%	68%
7. Court staff paid attention to my needs.	2	7%	0	0%	2	7%	10	34%	15	52%	86%
8. I was treated with courtesy and respect by court staff.	2	7%	0	0%	0	0%	10	36%	16	57%	93%
9. I was treated with courtesy and respect by uniformed court security.	3	10%	0	0%	1	3%	12	39%	15	48%	87%
10. I easily found the courtroom or office I needed.	1	3%	0	0%	2	7%	15	52%	11	38%	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%	1	4%	2	8%	12	50%	9	38%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

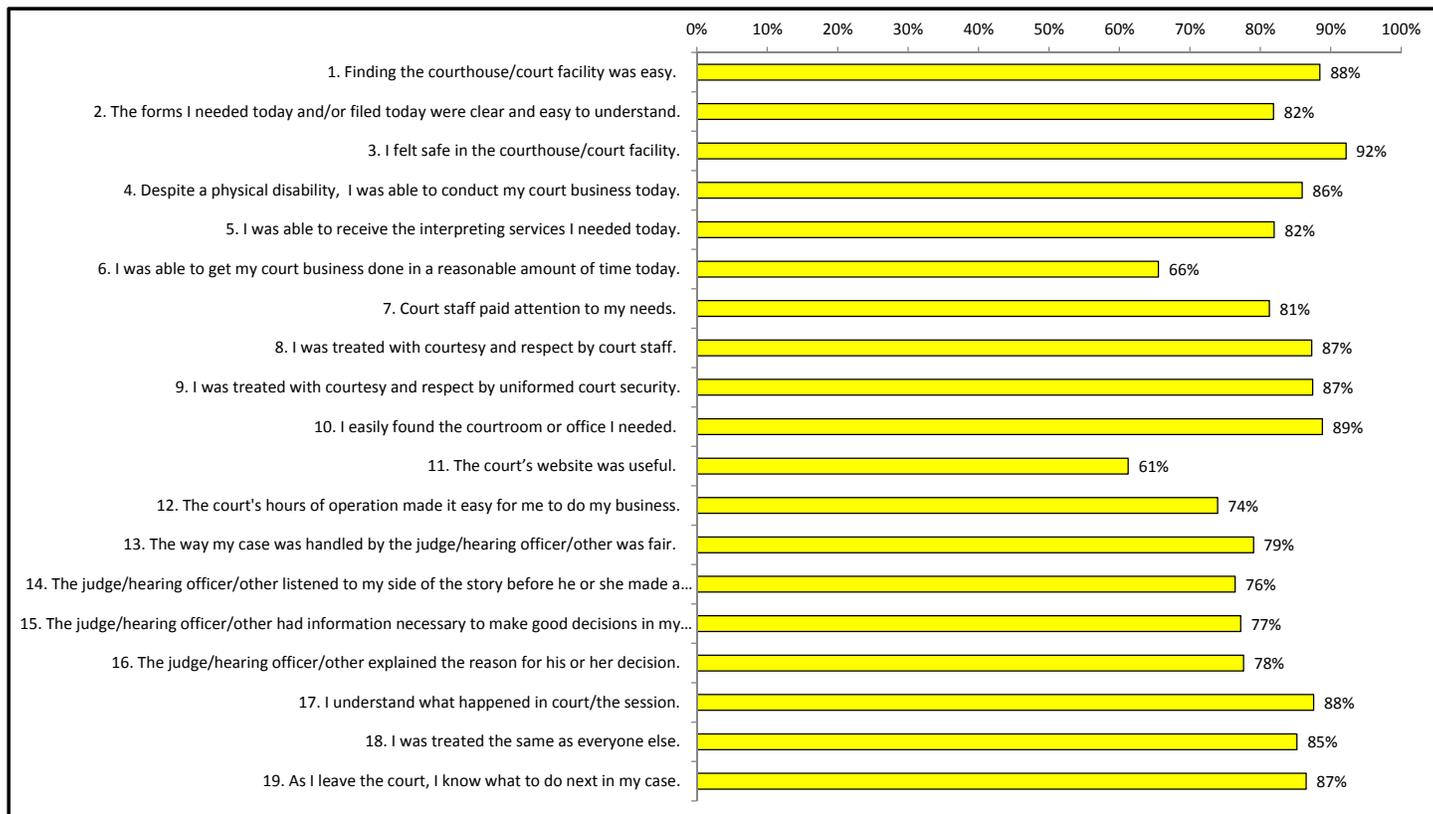
Percent That Agree or Strongly Agree



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.	8	4%	6	3%	7	4%	67	37%	94	52%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	6%	5	3%	13	9%	58	39%	64	43%	82%
3. I felt safe in the courthouse/court facility.	8	4%	1	1%	5	3%	47	26%	118	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	5%	1	2%	5	8%	27	42%	28	44%	86%
5. I was able to receive the interpreting services I needed today.	4	7%	2	3%	5	8%	19	31%	31	51%	82%
6. I was able to get my court business done in a reasonable amount of time today.	29	16%	20	11%	12	7%	54	31%	62	35%	66%
7. Court staff paid attention to my needs.	10	6%	8	5%	14	8%	53	31%	86	50%	81%
8. I was treated with courtesy and respect by court staff.	9	5%	8	4%	6	3%	55	30%	103	57%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	5	3%	9	5%	39	22%	114	65%	87%
10. I easily found the courtroom or office I needed.	10	6%	6	3%	4	2%	61	34%	98	55%	89%
11. The court's website was useful.	7	9%	8	10%	16	20%	18	23%	31	39%	61%
12. The court's hours of operation made it easy for me to do my business.	15	9%	10	6%	18	11%	56	34%	66	40%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	18	11%	3	2%	14	8%	52	31%	80	48%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	14%	4	3%	10	7%	39	28%	68	49%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	15	9%	3	2%	18	11%	47	30%	75	47%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	9%	7	5%	13	9%	50	33%	68	45%	78%
17. I understand what happened in court/the session.	9	5%	5	3%	7	4%	57	34%	91	54%	88%
18. I was treated the same as everyone else.	15	9%	4	2%	6	4%	50	30%	94	56%	85%
19. As I leave the court, I know what to do next in my case.	10	6%	3	2%	9	6%	52	32%	89	55%	87%

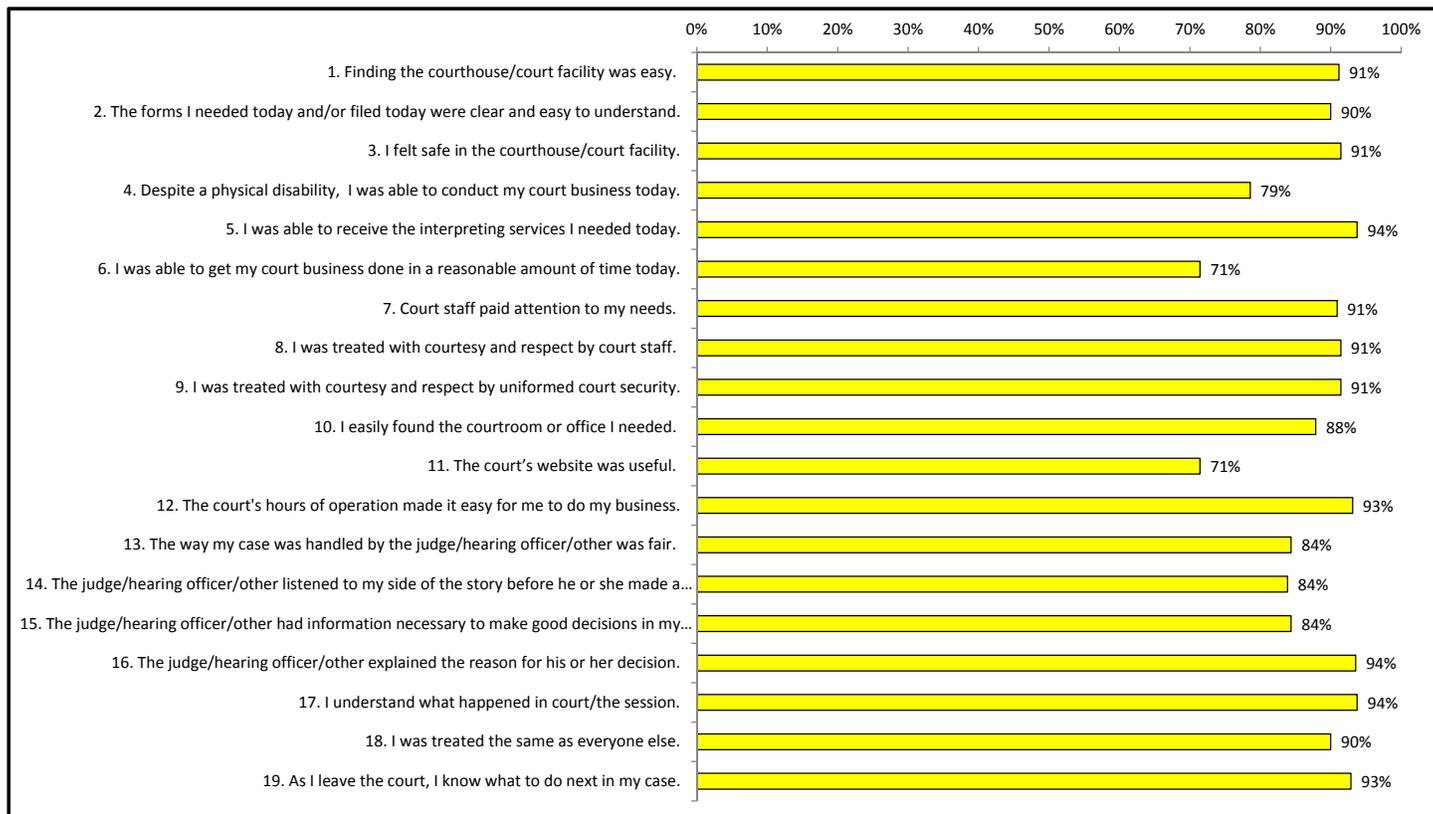
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	6%	1	3%	0	0%	16	47%	15	44%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	1	3%	1	3%	14	47%	13	43%	90%
3. I felt safe in the courthouse/court facility.	0	0%	3	9%	0	0%	10	29%	22	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	14%	1	7%	5	36%	6	43%	79%
5. I was able to receive the interpreting services I needed today.	1	6%	0	0%	0	0%	7	44%	8	50%	94%
6. I was able to get my court business done in a reasonable amount of time today.	2	6%	3	9%	5	14%	14	40%	11	31%	71%
7. Court staff paid attention to my needs.	1	3%	2	6%	0	0%	14	42%	16	48%	91%
8. I was treated with courtesy and respect by court staff.	1	3%	1	3%	1	3%	14	40%	18	51%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	6%	0	0%	1	3%	15	43%	17	49%	91%
10. I easily found the courtroom or office I needed.	1	3%	2	6%	1	3%	13	39%	16	48%	88%
11. The court's website was useful.	2	14%	1	7%	1	7%	7	50%	3	21%	71%
12. The court's hours of operation made it easy for me to do my business.	1	3%	0	0%	1	3%	13	45%	14	48%	93%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	6%	1	3%	2	6%	13	41%	14	44%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	6%	3	10%	0	0%	14	45%	12	39%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	3%	0	0%	4	13%	13	41%	14	44%	84%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	1	3%	0	0%	13	42%	16	52%	94%
17. I understand what happened in court/the session.	1	3%	0	0%	1	3%	12	38%	18	56%	94%
18. I was treated the same as everyone else.	2	7%	0	0%	1	3%	11	37%	16	53%	90%
19. As I leave the court, I know what to do next in my case.	1	4%	1	4%	0	0%	11	39%	15	54%	93%

Percent That Agree or Strongly Agree



Monmouth County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	15	9%	9	5%	8	5%	59	34%	82	47%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	6%	4	3%	11	7%	60	39%	69	45%	84%
3. I felt safe in the courthouse/court facility.	12	7%	5	3%	5	3%	52	30%	101	58%	87%
4. Despite a physical disability, I was able to conduct my court business today.	7	9%	3	4%	13	16%	27	34%	29	37%	71%
5. I was able to receive the interpreting services I needed today.	8	10%	2	2%	11	13%	29	35%	32	39%	74%
6. I was able to get my court business done in a reasonable amount of time today.	22	14%	6	4%	16	10%	47	29%	69	43%	73%
7. Court staff paid attention to my needs.	16	10%	7	4%	15	9%	50	30%	79	47%	77%
8. I was treated with courtesy and respect by court staff.	12	7%	5	3%	8	5%	49	30%	91	55%	85%
9. I was treated with courtesy and respect by uniformed court security.	13	8%	2	1%	13	8%	48	29%	88	54%	83%
10. I easily found the courtroom or office I needed.	13	8%	7	4%	9	5%	57	34%	81	49%	83%
11. The court's website was useful.	9	9%	9	9%	17	17%	27	27%	37	37%	65%
12. The court's hours of operation made it easy for me to do my business.	14	9%	4	3%	21	14%	55	35%	61	39%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	11%	6	7%	8	9%	32	37%	31	36%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	12	15%	6	8%	10	13%	25	31%	27	34%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	13%	8	10%	9	11%	28	34%	27	33%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	12%	5	6%	11	14%	30	37%	25	31%	68%
17. I understand what happened in court/the session.	12	13%	4	4%	8	9%	34	37%	35	38%	74%
18. I was treated the same as everyone else.	10	10%	5	5%	10	10%	31	30%	48	46%	76%
19. As I leave the court, I know what to do next in my case.	10	11%	3	3%	6	6%	27	29%	48	51%	80%

Percent That Agree or Strongly Agree

