

ENSURING AN OPEN DOOR TO JUSTICE

2014

**REPORT ON THE ACCESS AND FAIRNESS
PUBLIC SURVEY**

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A MESSAGE FROM CHIEF JUSTICE STUART RABNER



The word “justice” brings to mind courthouses and courtrooms, judges and juries. But the word also carries the weight of all that our forefathers believed in when they composed our founding documents -- including fairness, equality, and the rule of law. Justice must, by definition, be available to everyone.

Our system of justice requires that all court users have equal access to services and equal treatment from judicial and administrative bodies. The New Jersey Judiciary has a strong reputation for the quality of our jurisprudence and the efficiency of our administration. We also have been leaders in developing policies and programs that improve the access and fairness of our courts.

Since the 1947 adoption of the modern state constitution and its judiciary article designed to improve the integrity and efficiency of our courts, the New Jersey Judiciary has engaged in self-critical analysis and sought input from people who use our courts. Our goal all along has been to find opportunities to improve our services. In that spirit, we created the Advisory Committee on Access and Fairness to provide a comprehensive framework within which we can continue to find ways to ensure that everyone who needs our services finds an open door to justice.

The results of the Access and Fairness Survey, administered by the Advisory Committee in the fall of 2013, will help guide the efforts of the Judiciary as we strive to achieve our core values of fairness, integrity, independence, and quality service. We are grateful to everyone who took the time to participate in the survey to tell us how we are doing. We will use their feedback to develop improvement plans that will benefit all court users.

Chief Justice Stuart Rabner

A MESSAGE FROM ACTING ADMINISTRATIVE DIRECTOR GLENN A. GRANT, J.A.D., CHAIR, SUPREME COURT ADVISORY COMMITTEE ON ACCESS AND FAIRNESS



The New Jersey Judiciary continues to be a national leader in effective and efficient court operations. But our focus is not just on efficiencies. We also are a Judiciary that endeavors to treat everyone with respect and dignity, to ensure that all who come into contact with our system have their voices heard and receive quality customer service. To put it simply, we are always striving as an organization to match our performance to our ideals. We use this empirical tool to assess our success in those efforts by measuring the perception that court users have of their experience. Every person who uses our courthouses should have confidence in our services regardless of their gender, race, ethnicity, age, sexual orientation, physical condition, ability to speak English, educational level or economic status. The survey results will help us identify where we are meeting that expectation and where we need to do better.

To be able to do that requires feedback from every category of those who visit our courts – including the public, litigants, jurors, witnesses, attorneys, and volunteers. Our goal is not only to think we are performing well but to have the courage to seek the candid assessment of court users as to whether we are in fact doing so and if we are not, to make the changes necessary to get there. This survey project was designed to yield the data for that candid assessment.

Hon. Glenn A. Grant, J.A.D.

I. EXECUTIVE SUMMARY

Through the Advisory Committee's statewide survey project the New Jersey Judiciary sought to measure in a quantifiable way the public's assessment of their courthouse and courtroom experience in the Superior Courts. For one full five-day work week – October 7 to October 11, 2013 – the Superior Court in all 21 counties as well as the Superior Court Clerk's Office in the Hughes Justice Complex in Trenton – for a total of 58 court buildings – participated in the survey project. Over the course of those five days 16,497 surveys were completed – a total well above the ambitious target that the Advisory Committee had projected. The data from those 16,497 completed surveys is summarized in this data report. Beyond this preliminary report, the Advisory Committee will be looking carefully at the data in terms of conclusions and recommendations.

The data collection instrument used for the survey was adapted from the National Center for State Courts' CourTools access and fairness performance measure. Surveys were available in nine languages: English, Spanish, Haitian Creole, Korean, Polish, Hindi, Gujarati, Portuguese, and Arabic. In addition, a video of an American Sign Language interpreter was available at every location to assist deaf or hard of hearing respondents in completing the survey.

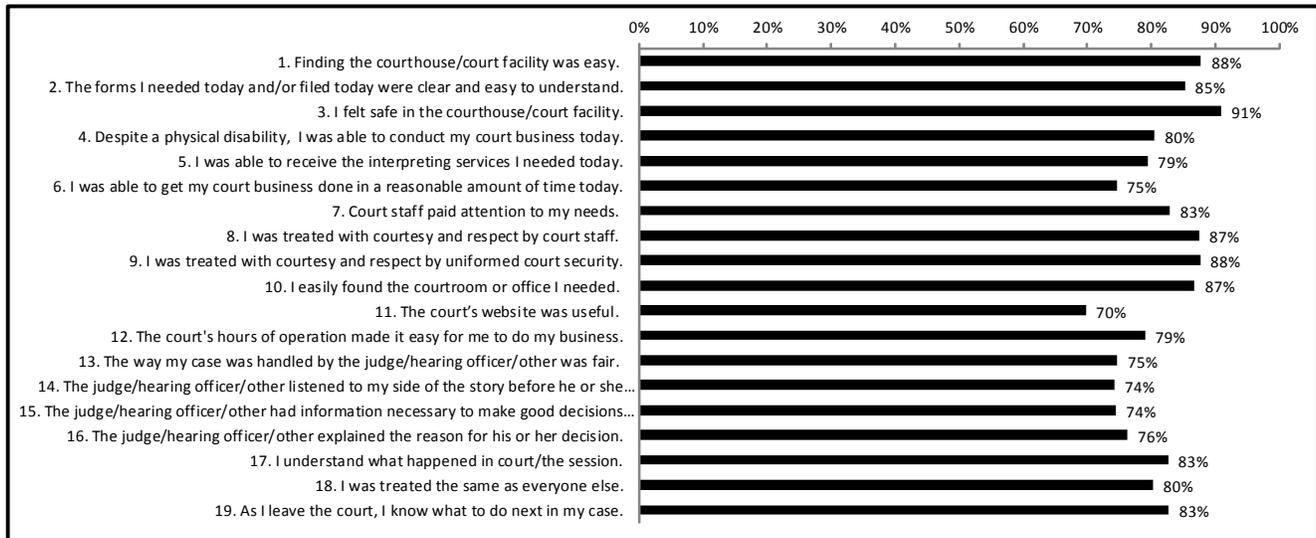
The survey consisted of nineteen statements. Respondents were asked to state their level of agreement with each of those nineteen survey statements. Statements 1 through 12 related to access to the courts in the areas of service delivery, convenience, and safety. Respondents who identified themselves a party (plaintiff or defendant) in a court case/legal matter were asked to respond to statements 13 through 19, which related to their perception of the fairness in the court proceeding. For purposes of this data report, the "strongly agree" and "agree" responses are combined.

In addition to the nineteen survey statements, respondents were asked to provide information about themselves, including their respondent category, activity in the courthouse, case type, ethnicity/race, gender, age, whether they were represented by an attorney, and frequency in the courthouse.

The following chart summarizes the overall statewide survey results on each of the 19 survey statements. All statewide and individual county data are contained in the Appendices.

STATEWIDE RESULTS

Percent That Agree or Strongly Agree



As this table shows, the majority of the aggregate survey results were positive.

- Eighty percent or more of respondents agreed or strongly agreed with eleven out of the nineteen statements.
- The survey statement with the highest results related to safety – 91 percent of respondents agreed or strongly agreed that they felt safe in the courthouse/court facility.
- Eighty-seven percent of respondents agreed or strongly agreed they were treated with courtesy and respect by court staff.
- The lowest aggregate score related to the Judiciary's website. However, even there, 70 percent of respondents agreed or strongly agreed that the website was useful.

II. PROJECT IMPLEMENTATION

A. SURVEY INSTRUMENT

The New Jersey Judiciary survey instrument was adapted from the National Center for State Courts' CourTools, Measure 1: Access and Fairness, which was designed to measure court performance both in courtrooms and throughout courthouses. The survey consists of three sections: section one asks respondents to assess access to the court; section two asks respondents to assess fairness in judicial proceedings; and section three asks respondents to provide information about themselves. (See Appendix BB for the survey instrument.)

To facilitate participation by limited English proficient court users, the survey was translated into eight languages: Spanish, Haitian Creole, Korean, Polish, Hindi, Gujarati, Portuguese, and Arabic. In addition, a video of an American Sign Language interpreter was available in each location to assist deaf or hard of hearing respondents in completing the survey. The number of surveys completed in languages other than English were: 548 in Spanish; 7 in Korean; 1 in Polish; 3 in Hindi; 2 in Gujarati; 7 in Portuguese; and 8 in Arabic. Twelve surveys were collected from respondents who were deaf or hard of hearing. No Haitian Creole surveys were completed.

B. SURVEY TEAMS

Project managers and back-up project managers were designated in each vicinage and were tasked to assemble teams of court staff volunteers, to organize local implementation, and to manage survey distribution and collection. There were 34 project managers and back-up project managers and more than 1,500 staff volunteers.

Prior to the survey week, the project managers conducted local training sessions for staff volunteers. The training consisted of an overview of the New Jersey Judiciary's Access and Fairness Awareness Initiative, frequently asked questions, tips to encourage court visitors to complete a survey, procedures to request an interpreter for limited English proficient court users completing a survey, and other customer service-related topics.

C. PROMOTION OF THE SURVEY PROJECT

Widespread promotion of the survey project was a critical component of the implementation plan. The project was promoted internally through numerous judge and staff conferences and committees to ensure statewide buy-in. Public outreach included a notice to the bar published in the *New Jersey Law Journal*, a press release, and letters to various state justice partners such as the New Jersey Office of the Attorney General and the Office of the Public Defender. In addition, signs and posters advertising the survey project were displayed throughout courthouses and on the court's website at njcourts.com.

D. DATA COLLECTION

The survey was administered statewide from October 7 through 11, 2013, in the Superior Court in all 21 counties and in the Superior Court Clerk's Office in the Hughes Justice Complex in Trenton. The volunteers administering the surveys were instructed to encourage every person who passed by the table or other location where the survey was being conducted to complete the survey. Completed surveys were deposited into clearly marked, sealed boxes. At the conclusion of the week, the completed surveys were delivered to the New Jersey Administrative Office of the Courts, where the data was compiled, organized, and analyzed by the Judiciary's Quantitative Research Unit.

III. SURVEY RESULTS

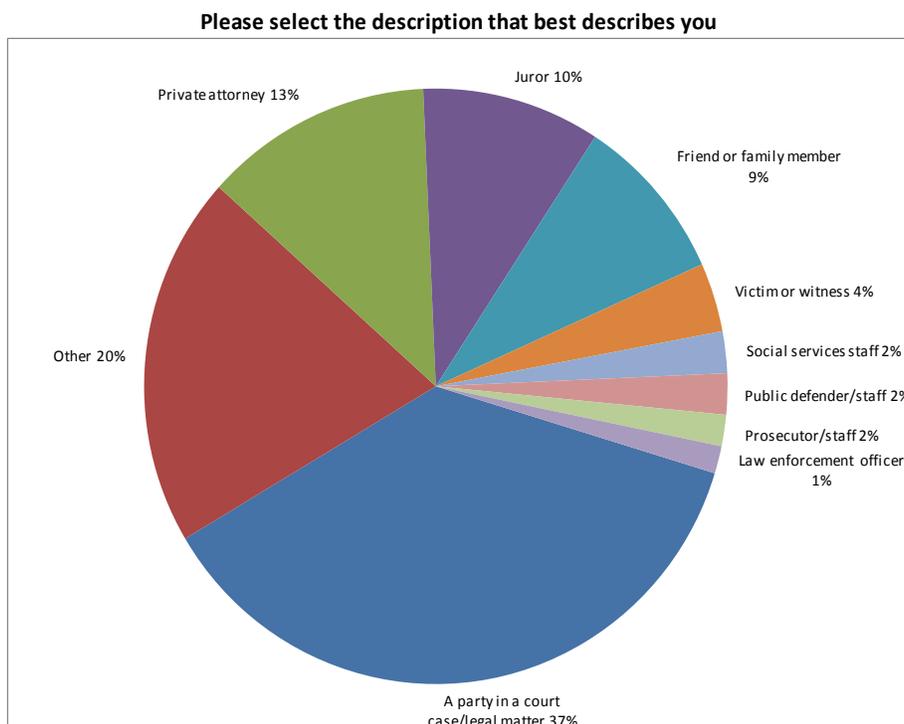
A. SURVEY DEMOGRAPHICS

Judiciary personnel collected 16,497 surveys from 58 court buildings statewide. The second page of the survey collected eight categories of demographic information. The following tables demonstrate that responses were received from a diverse group of people.

1. DESCRIPTION/ROLE

People visit courthouses for a variety of reasons. More than a third of the 14,774 respondents who reported their description /role (not every respondent completed every question) indicated they were a party in a court case/legal matter (37 percent).

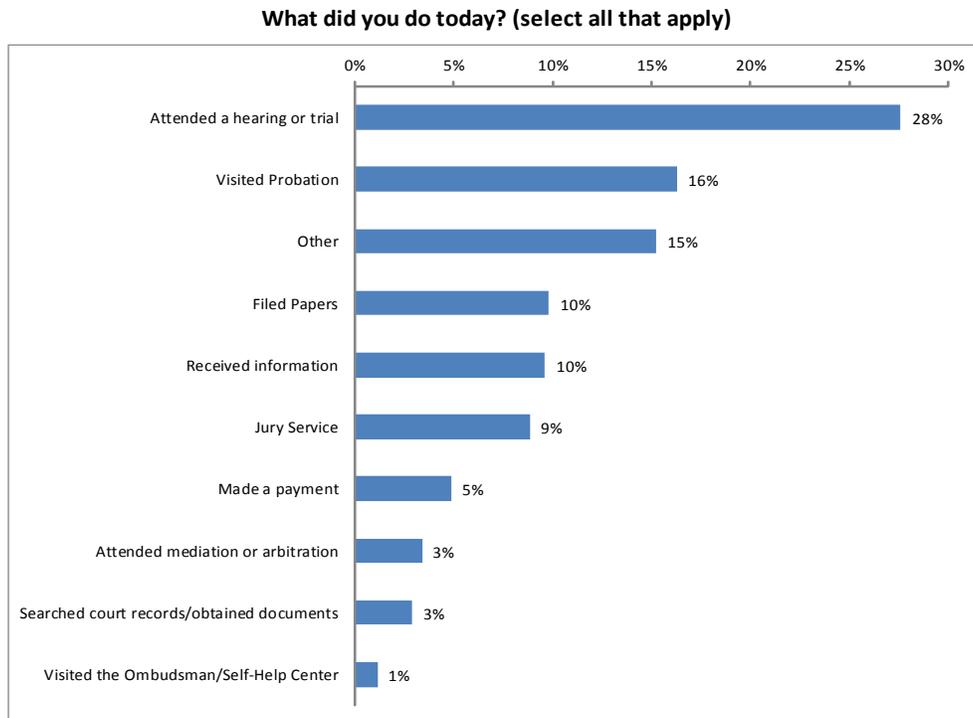
Please select the description that best describes you		
A party in a court case/legal matter	5,426	37%
Victim or witness	554	4%
Law enforcement officer	220	1%
Public defender/staff	330	2%
Social services staff	335	2%
Friend or family member	1,343	9%
Private attorney	1,869	13%
Prosecutor/staff	251	2%
Juror	1,460	10%
Other	2,986	20%
Total	14,774	100%



2. ACTIVITY

The largest percentage of respondents reported they were in the courthouse to attend a hearing or trial (28 percent). A smaller percentage of respondents reported having been there to visit probation (16 percent), to receive information (10 percent), or to file papers (10 percent).

What did you do today? (select all that apply)		
Attended a hearing or trial	4,552	28%
Received information	1,588	10%
Visited Probation	2,684	16%
Attended mediation or arbitration	562	3%
Visited the Ombudsman/Self-Help Center	191	1%
Jury Service	1,463	9%
Filed Papers	1,620	10%
Made a payment	808	5%
Searched court records/obtained documents	483	3%
Other	2,513	15%

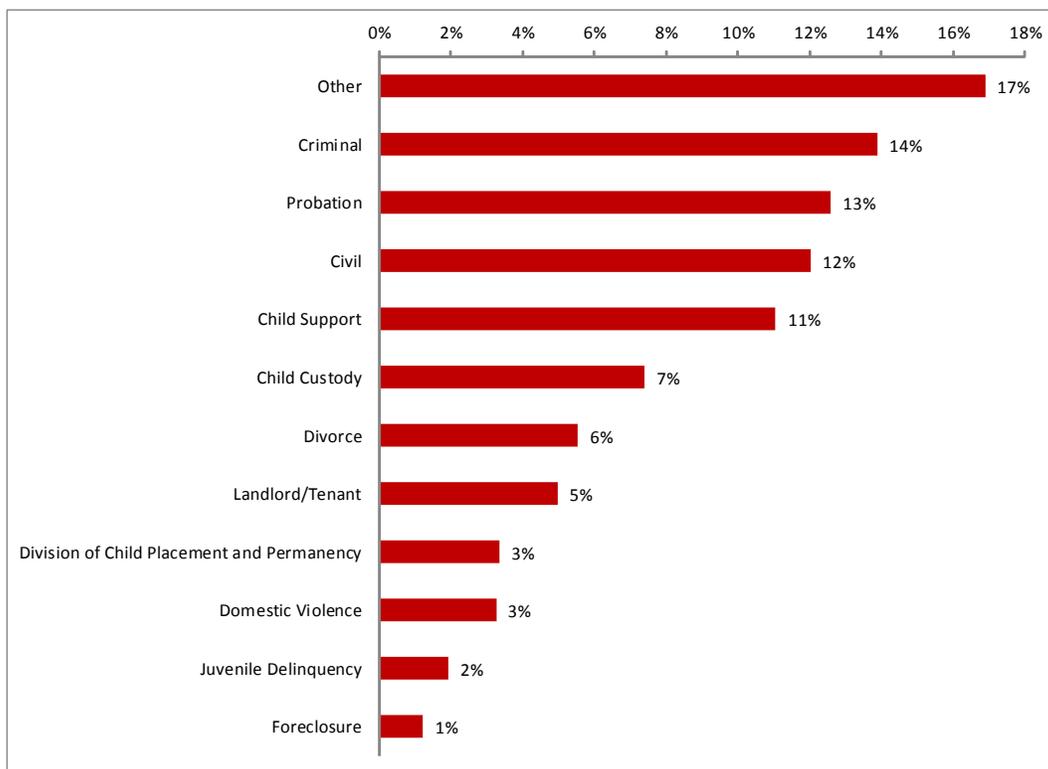


3. TYPE OF CASE

Respondents reported involvement in a variety of case types. The most common reported were probation (13 percent), child support (11 percent), civil (12 percent), criminal (14 percent) and other (17 percent).

What type of case brought you to the courthouse today? (select all that apply)		
Child Custody	1,222	7%
Division of Child Placement and Permanency	554	3%
Divorce	915	6%
Foreclosure	203	1%
Probation	2,075	13%
Child Support	1,823	11%
Landlord/Tenant	821	5%
Civil	1,983	12%
Juvenile Delinquency	319	2%
Domestic Violence	538	3%
Criminal	2,289	14%
Other	2,785	17%

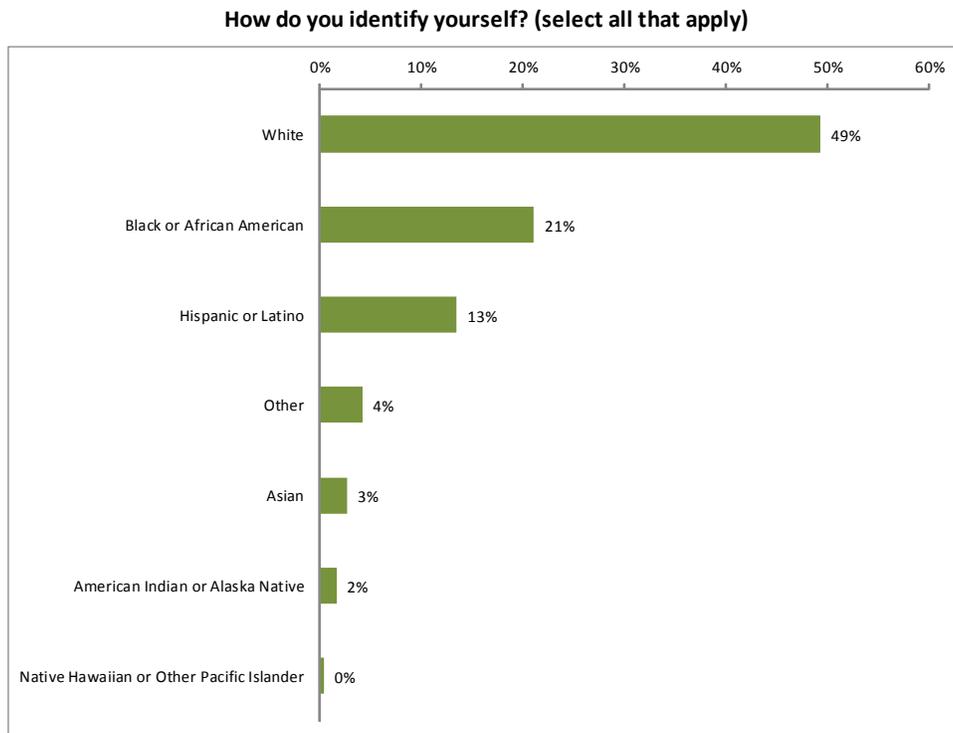
What type of case brought you to the courthouse today? (select all that apply)



4. RACE/ETHNICITY

Respondents to the survey were racially/ethnically diverse. Just under half self-reported as white (49 percent); 21 percent self-reported as black or African American; and 13 percent self-reported as Hispanic or Latino.

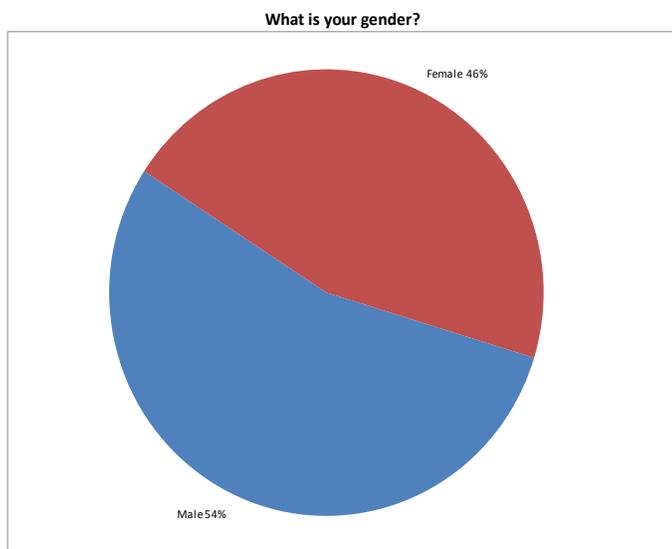
How do you identify yourself? (select all that apply)		
American Indian or Alaska Native	273	2%
Native Hawaiian or Other Pacific Islander	65	0%
Asian	443	3%
White	8,121	49%
Black or African American	3,475	21%
Hispanic or Latino	2,219	13%
Other	689	4%



5. GENDER

In terms of gender, 46 percent of the respondents were female and 54 percent were male.

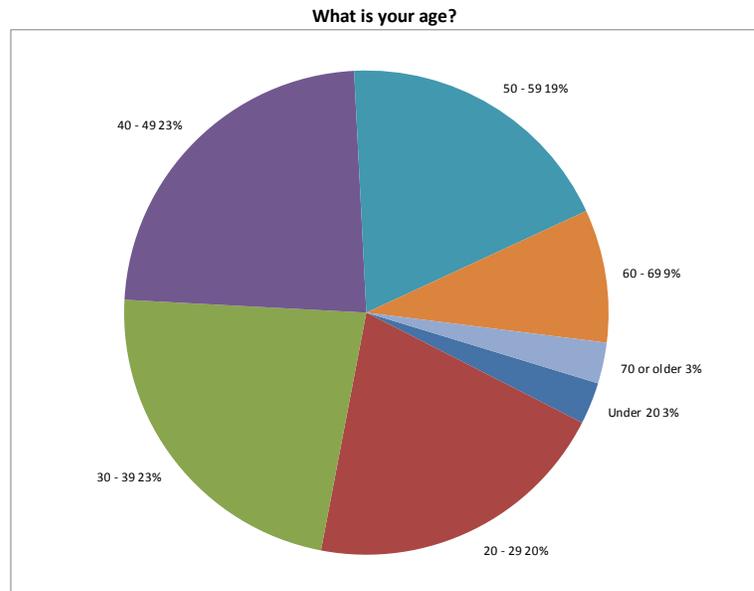
What is your gender?		
Male	8,107	54%
Female	6,789	46%
Total	14,896	100%



6. AGE

The age of the respondents also was diverse. While only 3 percent were under the age of 20 and only 3 percent were age 70 or older, the percentage of respondents in the ten-year age groupings between the ages of 20 and 59 years old was almost evenly split (ranging from 19 percent to 23 percent).

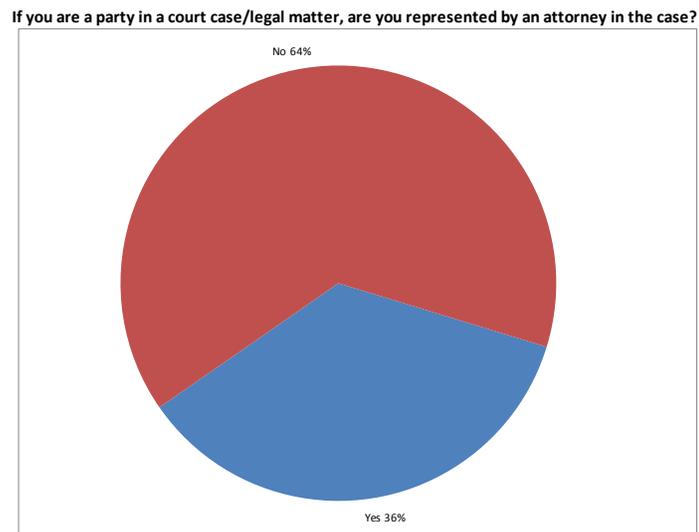
What is your age range?		
Under 20	419	3%
20 - 29	3,071	20%
30 - 39	3,425	23%
40 - 49	3,500	23%
50 - 59	2,835	19%
60 - 69	1,332	9%
70 or older	410	3%
Total	14,992	100%



7. REPRESENTATION

Sixty-four percent of respondents who self-identified as a party in a court case/legal matter reported they were not represented by an attorney.

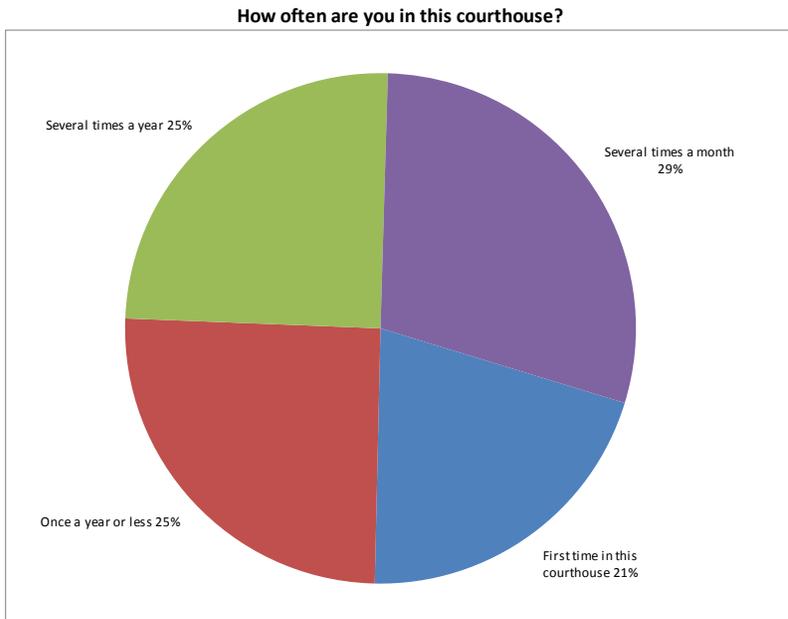
If you are a party in a court case/legal matter, are you represented by an attorney in the case?		
Yes	3,275	36%
No	5,921	64%
Total	9,196	100%



8. FREQUENCY IN THE COURTHOUSE

The survey had a balanced mix of first time courthouse visitors, occasional visitors, and frequent visitors.

How often are you in this courthouse?		
First time in this courthouse	3,011	21%
Once a year or less	3,686	25%
Several times a year	3,625	25%
Several times a month	4,270	29%
Total	14,592	100%



B. STATEWIDE RESULTS

This section provides statewide survey data from the Superior Courts in all 21 counties and the Superior Court Clerk's Office combined. It is divided into two sections, an "Access" section and a "Fairness" section.

ACCESS

The following chart depicts the aggregate responses for each of the twelve statements that measured the perception of access to the court. The majority of the results were positive. There were eight questions where 80 percent or more of the respondents agreed or strongly agreed.

- The largest percentage of respondents agreed or strongly agreed that they felt safe in the courthouse/court facility (91 percent).
- Eighty-seven percent of respondents agreed or strongly agreed that they were treated with courtesy and respect by court staff.
- Eighty-eight percent of respondents agreed or strongly agreed that finding the courthouse/court facility was easy.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
All Counties and Superior Court Clerk
Total

Access Questions	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	707	4%	564	4%	683	4%	5,888	37%	8,133	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	554	4%	479	4%	936	7%	5,367	40%	5,981	45%	85%
3. I felt safe in the courthouse/court facility.	633	4%	261	2%	569	4%	5,018	31%	9,539	60%	91%
4. Despite a physical disability, I was able to conduct my court business today.	373	5%	219	3%	755	11%	2,610	38%	2,943	43%	80%
5. I was able to receive the interpreting services I needed today.	374	6%	248	4%	731	11%	2,385	36%	2,818	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	1,268	9%	1,086	7%	1,367	9%	4,644	32%	6,242	43%	75%
7. Court staff paid attention to my needs.	826	5%	651	4%	1,124	7%	4,968	33%	7,590	50%	83%
8. I was treated with courtesy and respect by court staff.	795	5%	487	3%	720	5%	4,843	30%	9,058	57%	87%
9. I was treated with courtesy and respect by uniformed court security.	686	4%	394	2%	881	6%	4,951	31%	8,881	56%	88%
10. I easily found the courtroom or office I needed.	696	4%	625	4%	759	5%	5,407	34%	8,197	52%	87%
11. The court's website was useful.	580	7%	515	6%	1,502	18%	2,717	32%	3,267	38%	70%
12. The court's hours of operation made it easy for me to do my business.	797	5%	766	5%	1,527	10%	5,149	35%	6,449	44%	79%

FAIRNESS

The following chart depicts the percentage of respondents who agreed or strongly agreed with the seven statements measuring the public's perception of fairness in judicial proceedings. There were three questions where 80 percent or more of the respondents agreed or strongly agreed.

- Eighty-three percent of respondents agreed or strongly agreed they understood what happened in court/ the session.
- The same percentage of respondents indicated that they knew what to do next in their case upon leaving court (83 percent).
- A smaller percentage of respondents (74 percent) agreed or strongly agreed that the judge/hearing officer/ other listened to their side of the story before he or she made a decision.
- The same percentage of respondents indicated that they had information necessary to make good decisions in their case (74 percent).

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
All Counties and Superior Court Clerk
Total

Fairness Questions	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
13. The way my case was handled by the judge/hearing officer/other was fair.	577	9%	344	6%	663	11%	1,933	31%	2,733	44%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	545	9%	328	6%	618	11%	1,813	31%	2,478	43%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	514	9%	334	6%	669	11%	1,879	32%	2,533	43%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	440	8%	300	5%	632	11%	1,911	33%	2,486	43%	76%
17. I understand what happened in court/the session.	392	6%	217	3%	496	8%	2,138	34%	3,095	49%	83%
18. I was treated the same as everyone else.	501	8%	259	4%	542	8%	2,083	32%	3,201	49%	80%
19. As I leave the court, I know what to do next in my case.	396	6%	205	3%	485	8%	2,016	32%	3,170	51%	83%

C. STATEWIDE RESULTS BY DEMOGRAPHIC CATEGORY

This section provides the demographic details of respondents who agreed or strongly agreed with each of the survey statements 1 through 19 contained on the first page of the survey instrument. Each chart below provides the statewide combined percentage of respondents who agreed or strongly agreed with the particular statement and also provides a breakdown of the percentage of respondents who agreed or strongly agreed for each of the demographic categories. For example, with regard to the first chart below, 37 percent of respondents agreed that finding the courthouse/court facility was easy, and 51 percent strongly agreed with that statement. Therefore, the total percentage of respondents who agreed or strongly agreed that finding the courthouse/court facility is 88 percent. The statewide combined percentage of respondents who agreed or strongly agreed with each statement is located in the upper left corner in each chart that follows. All statewide and individual county data are contained in the Appendices.

ACCESS

This material is presented by survey statement number.

1. Eighty-eight percent of respondents indicated that **finding the courthouse/court facility was easy**. The responses across all demographic categories were fairly consistent. The frequency of visits to the courthouse did not greatly affect the percentage of respondents who agreed or strongly agreed that finding the courthouse/court facility was easy.

1. Finding the courthouse/court facility was easy. (percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	88%	A party in a court case/legal matter	87%	Child Custody	88%
How do you identify yourself?		Victim or witness	82%	Division of Child Placement and Permanency	87%
American Indian or Alaska Native	81%	Law enforcement officer	84%	Divorce	89%
Native Hawaiian or Other Pacific Islander	83%	Public defender/staff	89%	Foreclosure	84%
Asian	86%	Social services staff	89%	Probation	87%
White	90%	Friend or family member	87%	Child Support	88%
Black or African American	86%	Private attorney	92%	Landlord/Tenant	88%
Hispanic or Latino	86%	Prosecutor/staff	94%	Civil	90%
Other	85%	Juror	88%	Juvenile Delinquency	85%
What is your gender?		Other	89%	Domestic Violence	89%
Male	88%	What did you do today?		Criminal	88%
Female	88%	Attended a hearing or trial	88%	Other	88%
What is your age range?		Received information	89%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	81%	Visited Probation	86%	Yes	86%
20 - 29	87%	Attended mediation or arbitration	90%	No	88%
30 - 39	87%	Visited the Ombudsman/Self-Help Center	87%	How often are you in this courthouse?	
40 - 49	89%	Jury Service	88%	First time in this courthouse	84%
50 - 59	90%	Filed Papers	90%	Once a year or less	88%
60 - 69	89%	Made a payment	89%	Several times a year	89%
70 or older	88%	Searched court records/obtained documents	87%	Several times a month	91%
		Other	87%		

2. Eighty-five percent of respondents indicated that **the forms they needed and/or filed were clear and easy to understand**. It did not appear to matter whether respondents were represented by an attorney or not since people in both categories responded similarly (84 percent).

Of the 1,983 respondents who indicated that they were in the courthouse for a civil matter, 88 percent agreed or strongly agreed that the forms they needed and/or filed were clear and easy to understand. By comparison, of the 1,222 respondents who indicated that they were in the courthouse for a child custody matter, 79 percent agreed or strongly agreed that the forms they needed and/or filed were clear and easy to understand.

2. The forms I needed today and/or filed today were clear and easy to understand.
(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	85%	A party in a court case/legal matter	83%	Child Custody	79%
How do you identify yourself?		Victim or witness	80%	Division of Child Placement and Permanency	82%
American Indian or Alaska Native	79%	Law enforcement officer	83%	Divorce	81%
Native Hawaiian or Other Pacific Islander	79%	Public defender/staff	83%	Foreclosure	86%
Asian	85%	Social services staff	87%	Probation	88%
White	87%	Friend or family member	83%	Child Support	81%
Black or African American	86%	Private attorney	90%	Landlord/Tenant	84%
Hispanic or Latino	83%	Prosecutor/staff	86%	Civil	88%
Other	79%	Juror	92%	Juvenile Delinquency	84%
What is your gender?		Other	87%	Domestic Violence	83%
Male	86%	What did you do today?		Criminal	86%
Female	85%	Attended a hearing or trial	84%	Other	86%
What is your age range?		Received information	82%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	85%	Visited Probation	88%	Yes	84%
20 - 29	86%	Attended mediation or arbitration	82%	No	84%
30 - 39	84%	Visited the Ombudsman/Self-Help Center	80%	How often are you in this courthouse?	
40 - 49	85%	Jury Service	92%	First time in this courthouse	86%
50 - 59	87%	Filed Papers	83%	Once a year or less	85%
60 - 69	87%	Made a payment	86%	Several times a year	84%
70 or older	88%	Searched court records/obtained documents	85%	Several times a month	87%
		Other	83%		

3. The majority of respondents indicated that they **felt safe in the courthouse/court facility** (91 percent). The largest percentage of respondents who agreed or strongly agreed were private attorneys (95 percent) followed closely by jurors (94 percent). The smallest percentage of respondents in this category who agreed or strongly agreed that they felt safe identified themselves as a victim or witness (86 percent).

3. I felt safe in the courthouse/court facility.
(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	91%	A party in a court case/legal matter	90%	Child Custody	91%
How do you identify yourself?		Victim or witness	86%	Division of Child Placement and Permanency	90%
American Indian or Alaska Native	87%	Law enforcement officer	89%	Divorce	94%
Native Hawaiian or Other Pacific Islander	86%	Public defender/staff	89%	Foreclosure	90%
Asian	90%	Social services staff	91%	Probation	89%
White	94%	Friend or family member	91%	Child Support	89%
Black or African American	89%	Private attorney	95%	Landlord/Tenant	91%
Hispanic or Latino	87%	Prosecutor/staff	88%	Civil	94%
Other	84%	Juror	94%	Juvenile Delinquency	87%
What is your gender?		Other	91%	Domestic Violence	86%
Male	91%	What did you do today?		Criminal	90%
Female	91%	Attended a hearing or trial	91%	Other	91%
What is your age range?		Received information	92%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	86%	Visited Probation	89%	Yes	89%
20 - 29	89%	Attended mediation or arbitration	93%	No	90%
30 - 39	89%	Visited the Ombudsman/Self-Help Center	91%	How often are you in this courthouse?	
40 - 49	92%	Jury Service	93%	First time in this courthouse	91%
50 - 59	94%	Filed Papers	92%	Once a year or less	92%
60 - 69	93%	Made a payment	91%	Several times a year	91%
70 or older	92%	Searched court records/obtained documents	92%	Several times a month	91%
		Other	89%		

4. Of the 6,900 people who responded to this statement, 80 percent indicated that they agreed or strongly agreed that **despite a disability they were able to conduct their court business**. A smaller percentage of respondents who were in court for a juvenile delinquency matter agreed or strongly agreed that despite a disability they were able to conduct their court business (69 percent).

4. Despite a physical disability, I was able to conduct my court business today.
(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	80%	A party in a court case/legal matter	82%	Child Custody	81%
How do you identify yourself?		Victim or witness	80%	Division of Child Placement and Permanency	73%
American Indian or Alaska Native	74%	Law enforcement officer	76%	Divorce	83%
Native Hawaiian or Other Pacific Islander	80%	Public defender/staff	82%	Foreclosure	77%
Asian	80%	Social services staff	75%	Probation	81%
White	82%	Friend or family member	81%	Child Support	80%
Black or African American	81%	Private attorney	82%	Landlord/Tenant	79%
Hispanic or Latino	82%	Prosecutor/staff	82%	Civil	81%
Other	73%	Juror	81%	Juvenile Delinquency	69%
What is your gender?		Other	81%	Domestic Violence	79%
Male	80%	What did you do today?		Criminal	80%
Female	82%	Attended a hearing or trial	79%	Other	82%
What is your age range?		Received information	84%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	75%	Visited Probation	81%	Yes	80%
20 - 29	81%	Attended mediation or arbitration	81%	No	81%
30 - 39	81%	Visited the Ombudsman/Self-Help Center	81%	How often are you in this courthouse?	
40 - 49	81%	Jury Service	81%	First time in this courthouse	80%
50 - 59	81%	Filed Papers	80%	Once a year or less	83%
60 - 69	82%	Made a payment	83%	Several times a year	80%
70 or older	86%	Searched court records/obtained documents	79%	Several times a month	82%
		Other	81%		

5. Of the 6,556 people who responded to this statement, 79 percent indicated that they agreed or strongly agreed that they were **able to get the interpreting services they needed**. Respondents who identified themselves as Hispanic or Latino were the largest percentage of respondents in the race/ethnicity category who agreed or strongly agreed that they were able to get the interpreting services they needed (82 percent). The smallest percentage of respondents in this category who agreed or strongly agreed that they were able to get the interpreting services they needed identified themselves as Native Hawaiian or other Pacific Islander (71 percent).

5. I was able to receive the interpreting services I needed today.
(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	79%	A party in a court case/legal matter	79%	Child Custody	77%
How do you identify yourself?		Victim or witness	78%	Division of Child Placement and Permanency	70%
American Indian or Alaska Native	77%	Law enforcement officer	76%	Divorce	83%
Native Hawaiian or Other Pacific Islander	71%	Public defender/staff	81%	Foreclosure	74%
Asian	77%	Social services staff	74%	Probation	80%
White	81%	Friend or family member	79%	Child Support	78%
Black or African American	79%	Private attorney	82%	Landlord/Tenant	79%
Hispanic or Latino	82%	Prosecutor/staff	80%	Civil	81%
Other	72%	Juror	82%	Juvenile Delinquency	69%
What is your gender?		Other	81%	Domestic Violence	84%
Male	80%	What did you do today?		Criminal	78%
Female	80%	Attended a hearing or trial	79%	Other	79%
What is your age range?		Received information	82%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	81%	Visited Probation	80%	Yes	78%
20 - 29	79%	Attended mediation or arbitration	77%	No	80%
30 - 39	80%	Visited the Ombudsman/Self-Help Center	79%	How often are you in this courthouse?	
40 - 49	81%	Jury Service	81%	First time in this courthouse	81%
50 - 59	80%	Filed Papers	81%	Once a year or less	81%
60 - 69	79%	Made a payment	81%	Several times a year	78%
70 or older	80%	Searched court records/obtained documents	80%	Several times a month	80%
		Other	77%		

6. Seventy-five percent of respondents indicated that they agreed or strongly agreed that they were **able to get their court business done in a reasonable amount of time**. The largest percentage of respondents who agreed or strongly agreed that they were able to get their court business done in a reasonable amount of time were in the courthouse for a mortgage foreclosure matter (85 percent). A close second were respondents who visited the ombudsman/self-help center (84 percent). By comparison, 69 percent of respondents who attended a hearing or trial agreed or strongly agreed that they were able to get their court business done in a reasonable amount of time.

The older the respondents, the higher the agreement with this statement. Seventy-nine percent of respondents who were age 70 or older agreed or strongly agreed that they were able to get their court business done in a reasonable amount of time, while 67 percent of respondents who were under 20 agreed or strongly agreed.

**6. I was able to get my court business done in a reasonable amount of time today.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	75%	A party in a court case/legal matter	71%	Child Custody	70%
How do you identify yourself?		Victim or witness	65%	Division of Child Placement and Permanency	60%
American Indian or Alaska Native	70%	Law enforcement officer	77%	Divorce	79%
Native Hawaiian or Other Pacific Islander	67%	Public defender/staff	69%	Foreclosure	85%
Asian	72%	Social services staff	73%	Probation	72%
White	76%	Friend or family member	69%	Child Support	72%
Black or African American	72%	Private attorney	83%	Landlord/Tenant	80%
Hispanic or Latino	74%	Prosecutor/staff	68%	Civil	83%
Other	70%	Juror	74%	Juvenile Delinquency	62%
What is your gender?		Other	81%	Domestic Violence	70%
Male	75%	What did you do today?		Criminal	69%
Female	74%	Attended a hearing or trial	69%	Other	77%
What is your age range?		Received information	78%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	67%	Visited Probation	71%	Yes	69%
20 - 29	72%	Attended mediation or arbitration	76%	No	75%
30 - 39	71%	Visited the Ombudsman/Self-Help Center	84%	How often are you in this courthouse?	
40 - 49	76%	Jury Service	75%	First time in this courthouse	74%
50 - 59	79%	Filed Papers	81%	Once a year or less	74%
60 - 69	78%	Made a payment	83%	Several times a year	74%
70 or older	79%	Searched court records/obtained documents	83%	Several times a month	76%
		Other	75%		

7. Eighty-three percent of respondents indicated that they agreed or strongly agreed that **court staff paid attention to their needs**. Respondents who described themselves as prosecutor/staff, those who visited the ombudsman/self-help center, and those who described themselves as a juror equally agreed or strongly agreed that staff paid attention to their needs (90 percent).

Eighty-nine percent of respondents who were age 70 or older agreed or strongly agreed that court staff paid attention to their needs, while 76 percent of respondents who were under 20 agreed or strongly agreed that court staff paid attention to their needs.

7. Court staff paid attention to my needs.

(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	83%	A party in a court case/legal matter	78%	Child Custody	79%
How do you identify yourself?		Victim or witness	75%	Division of Child Placement and Permanency	79%
American Indian or Alaska Native	75%	Law enforcement officer	87%	Divorce	87%
Native Hawaiian or Other Pacific Islander	70%	Public defender/staff	83%	Foreclosure	89%
Asian	82%	Social services staff	87%	Probation	77%
White	87%	Friend or family member	81%	Child Support	78%
Black or African American	78%	Private attorney	91%	Landlord/Tenant	85%
Hispanic or Latino	80%	Prosecutor/staff	90%	Civil	89%
Other	76%	Juror	90%	Juvenile Delinquency	78%
What is your gender?		Other	85%	Domestic Violence	81%
Male	83%	What did you do today?		Criminal	80%
Female	83%	Attended a hearing or trial	82%	Other	86%
What is your age range?		Received information	85%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	76%	Visited Probation	75%	Yes	77%
20 - 29	79%	Attended mediation or arbitration	84%	No	82%
30 - 39	80%	Visited the Ombudsman/Self-Help Center	90%	How often are you in this courthouse?	
40 - 49	85%	Jury Service	90%	First time in this courthouse	83%
50 - 59	87%	Filed Papers	87%	Once a year or less	83%
60 - 69	88%	Made a payment	85%	Several times a year	81%
70 or older	89%	Searched court records/obtained documents	88%	Several times a month	86%
		Other	83%		

8. Eighty-seven percent of respondents indicated that they agreed or strongly agreed that they were **treated with courtesy and respect by court staff**. The largest percentage of respondents who agree or strongly agreed described themselves as prosecutor/staff (96 percent). The smallest percentage of respondents in the same category who agreed or strongly agreed that they were treated with courtesy and respect by court staff described themselves as a victim or witness (80 percent).

In the “type of case” category, the largest percentage of respondents who agreed or strongly agreed they were treated with courtesy and respect by court staff were in the courthouse for a civil matter (92 percent). A close second was shared equally by respondents who were in the courthouse for divorce and for foreclosure (91 percent).

**8. I was treated with courtesy and respect by court staff.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk	Please select the description that best describes you		What type of case brought you to the courthouse today?		
Total	87%	A party in a court case/legal matter	84%	Child Custody	85%
How do you identify yourself?		Victim or witness	80%	Division of Child Placement and Permanency	86%
American Indian or Alaska Native	82%	Law enforcement officer	88%	Divorce	91%
Native Hawaiian or Other Pacific Islander	75%	Public defender/staff	89%	Foreclosure	91%
Asian	84%	Social services staff	88%	Probation	83%
White	91%	Friend or family member	86%	Child Support	82%
Black or African American	84%	Private attorney	94%	Landlord/Tenant	89%
Hispanic or Latino	85%	Prosecutor/staff	96%	Civil	92%
Other	82%	Juror	94%	Juvenile Delinquency	88%
What is your gender?		Other	89%	Domestic Violence	85%
Male	87%	What did you do today?		Criminal	86%
Female	88%	Attended a hearing or trial	88%	Other	90%
What is your age range?		Received information	89%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	82%	Visited Probation	80%	Yes	83%
20 - 29	84%	Attended mediation or arbitration	89%	No	86%
30 - 39	85%	Visited the Ombudsman/Self-Help Center	89%	How often are you in this courthouse?	
40 - 49	89%	Jury Service	93%	First time in this courthouse	87%
50 - 59	91%	Filed Papers	89%	Once a year or less	88%
60 - 69	91%	Made a payment	90%	Several times a year	86%
70 or older	93%	Searched court records/obtained documents	90%	Several times a month	89%
		Other	88%		

9. Eighty-seven percent of respondents indicated that they were **treated with courtesy and respect by uniformed court security**. Of the 7,826 respondents who described themselves as white, 91 percent agreed or strongly agreed they were treated with courtesy and respect by uniformed court security. Of the 63 respondents who described themselves as Native Hawaiian or other Pacific Islander, 79 percent agreed or strongly agreed they were treated with courtesy and respect by uniformed court security.

**9. I was treated with courtesy and respect by uniformed court security.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	87%	A party in a court case/legal matter	85%	Child Custody	88%
How do you identify yourself?		Victim or witness	81%	Division of Child Placement and Permanency	87%
American Indian or Alaska Native	84%	Law enforcement officer	90%	Divorce	91%
Native Hawaiian or Other Pacific Islander	79%	Public defender/staff	91%	Foreclosure	91%
Asian	83%	Social services staff	90%	Probation	83%
White	91%	Friend or family member	87%	Child Support	85%
Black or African American	85%	Private attorney	92%	Landlord/Tenant	87%
Hispanic or Latino	85%	Prosecutor/staff	95%	Civil	90%
Other	82%	Juror	93%	Juvenile Delinquency	86%
What is your gender?		Other	89%	Domestic Violence	88%
Male	87%	What did you do today?		Criminal	86%
Female	90%	Attended a hearing or trial	88%	Other	90%
What is your age range?		Received information	89%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	80%	Visited Probation	82%	Yes	84%
20 - 29	85%	Attended mediation or arbitration	90%	No	87%
30 - 39	86%	Visited the Ombudsman/Self-Help Center	85%	How often are you in this courthouse?	
40 - 49	89%	Jury Service	93%	First time in this courthouse	87%
50 - 59	91%	Filed Papers	89%	Once a year or less	88%
60 - 69	91%	Made a payment	87%	Several times a year	87%
70 or older	93%	Searched court records/obtained documents	91%	Several times a month	89%
		Other	88%		

10. Eighty-eight percent of respondents agreed or strongly agreed that they were **able to find the courtroom or office they needed**. The results were distributed fairly evenly among all demographic categories, with 80 percent and above agreeing or strongly agreeing that they were able to find the courtroom or office they needed. There was a large percentage of first time court users who agreed or strongly agreed they were able to find the courtroom or office they needed (84 percent).

**10. I easily found the courtroom or office I needed.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	88%	A party in a court case/legal matter	86%	Child Custody	85%
How do you identify yourself?		Victim or witness	80%	Division of Child Placement and Permanency	85%
American Indian or Alaska Native	81%	Law enforcement officer	85%	Divorce	87%
Native Hawaiian or Other Pacific Islander	81%	Public defender/staff	87%	Foreclosure	85%
Asian	80%	Social services staff	91%	Probation	87%
White	89%	Friend or family member	85%	Child Support	85%
Black or African American	86%	Private attorney	90%	Landlord/Tenant	87%
Hispanic or Latino	85%	Prosecutor/staff	95%	Civil	88%
Other	84%	Juror	90%	Juvenile Delinquency	85%
What is your gender?		Other	88%	Domestic Violence	87%
Male	87%	What did you do today?		Criminal	87%
Female	88%	Attended a hearing or trial	87%	Other	87%
What is your age range?		Received information	88%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	84%	Visited Probation	86%	Yes	84%
20 - 29	86%	Attended mediation or arbitration	84%	No	87%
30 - 39	86%	Visited the Ombudsman/Self-Help Center	89%	How often are you in this courthouse?	
40 - 49	88%	Jury Service	90%	First time in this courthouse	84%
50 - 59	88%	Filed Papers	86%	Once a year or less	86%
60 - 69	90%	Made a payment	89%	Several times a year	87%
70 or older	88%	Searched court records/obtained documents	87%	Several times a month	90%
		Other	85%		

11. Of the 8,581 respondents who answered this question, 70 percent agreed or strongly agreed that **the Judiciary’s website was useful**. The largest percentage of respondents who agreed or strongly agreed that the Judiciary’s website was useful described themselves as prosecutor/staff (81 percent). The smallest percentage of respondents in the same category who agreed or strongly agreed described themselves as a victim or witness (59 percent).

In the age category, 74 percent of respondents age 70 or older agreed or strongly agreed that the Judiciary’s website was useful, while 55 percent of respondents under the age of 20 agreed or strongly agreed. Eighty percent of respondents in court for a civil matter agreed or strongly agreed that the Judiciary’s website was useful, while 61 percent of respondents in court for juvenile delinquency found the website useful.

**11. The court’s website was useful.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk	Please select the description that best describes you		What type of case brought you to the courthouse today?		
Total	70%	A party in a court case/legal matter	62%	Child Custody	66%
How do you identify yourself?		Victim or witness	59%	Division of Child Placement and Permanency	68%
American Indian or Alaska Native	67%	Law enforcement officer	69%	Divorce	69%
Native Hawaiian or Other Pacific Islander	58%	Public defender/staff	74%	Foreclosure	64%
Asian	74%	Social services staff	76%	Probation	62%
White	72%	Friend or family member	66%	Child Support	64%
Black or African American	64%	Private attorney	80%	Landlord/Tenant	68%
Hispanic or Latino	70%	Prosecutor/staff	81%	Civil	80%
Other	63%	Juror	80%	Juvenile Delinquency	61%
What is your gender?		Other	70%	Domestic Violence	74%
Male	67%	What did you do today?		Criminal	66%
Female	73%	Attended a hearing or trial	70%	Other	73%
What is your age range?		Received information	68%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	55%	Visited Probation	60%	Yes	62%
20 - 29	64%	Attended mediation or arbitration	71%	No	68%
30 - 39	69%	Visited the Ombudsman/Self-Help Center	76%	How often are you in this courthouse?	
40 - 49	72%	Jury Service	80%	First time in this courthouse	72%
50 - 59	75%	Filed Papers	72%	Once a year or less	68%
60 - 69	76%	Made a payment	65%	Several times a year	66%
70 or older	74%	Searched court records/obtained documents	66%	Several times a month	72%
		Other	71%		

12. Seventy-nine percent of respondents agreed or strongly agreed that **the court's hours of operation made it easy for them to do their business**. Eighty-seven percent of respondents who described themselves as prosecutor/ staff and private attorney agreed or strongly agreed that the court's hours of operation made it easy for them to do their business. By comparison, 72 percent of respondents who described themselves as a victim or witness agreed or strongly agreed that the court's hours of operation made it easy for them to do their business.

**12. The court's hours of operation made it easy for me to do my business.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk	Please select the description that best describes you	What type of case brought you to the courthouse today?
Total 79%	A party in a court case/legal matter 76%	Child Custody 76%
How do you identify yourself?	Victim or witness 72%	Division of Child Placement and Permanency 79%
American Indian or Alaska Native 72%	Law enforcement officer 81%	Divorce 80%
Native Hawaiian or Other Pacific Islander 68%	Public defender/staff 84%	Foreclosure 83%
Asian 71%	Social services staff 81%	Probation 77%
White 81%	Friend or family member 78%	Child Support 76%
Black or African American 79%	Private attorney 87%	Landlord/Tenant 80%
Hispanic or Latino 77%	Prosecutor/staff 87%	Civil 83%
Other 75%	Juror 76%	Juvenile Delinquency 74%
What is your gender?	Other 82%	Domestic Violence 80%
Male 79%	What did you do today?	Criminal 78%
Female 80%	Attended a hearing or trial 79%	Other 80%
What is your age range?	Received information 80%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?
Under 20 74%	Visited Probation 76%	Yes 74%
20 - 29 77%	Attended mediation or arbitration 80%	No 78%
30 - 39 77%	Visited the Ombudsman/Self-Help Center 80%	How often are you in this courthouse?
40 - 49 79%	Jury Service 76%	First time in this courthouse 79%
50 - 59 83%	Filed Papers 81%	Once a year or less 78%
60 - 69 84%	Made a payment 81%	Several times a year 78%
70 or older 88%	Searched court records/obtained documents 81%	Several times a month 82%
	Other 79%	

FAIRNESS

13. Seventy-five percent of respondents indicated that they agreed or strongly agreed that their **case was handled fairly by the judge/hearing officer/other**. Males (75 percent) and females (76 percent) similarly agreed or strongly agreed that their case was handled fairly.

In the ethnicity/race category, the largest percentage of respondents who agreed or strongly agreed that their case was handled fairly identified themselves as white (80 percent). A smaller percentage of respondents in the same category who agreed or strongly agreed that their case was handled fairly by the judge/hearing officer/other described themselves as Native Hawaiian or other Pacific Islander (39 percent). Of the 16,497 surveys collected, there were 2,793 white respondents to this statement and 31 Native Hawaiian or other Pacific Islander respondents.

13. The way my case was handled by the judge/hearing officer/other was fair.
(percentage who agreed or strongly agreed)

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	75%	A party in a court case/legal matter	72%	Child Custody	66%
How do you identify yourself?		Victim or witness	66%	Division of Child Placement and Permanency	73%
American Indian or Alaska Native	60%	Law enforcement officer	69%	Divorce	78%
Native Hawaiian or Other Pacific Islander	39%	Public defender/staff	82%	Foreclosure	77%
Asian	71%	Social services staff	83%	Probation	71%
White	80%	Friend or family member	69%	Child Support	68%
Black or African American	71%	Private attorney	89%	Landlord/Tenant	79%
Hispanic or Latino	72%	Prosecutor/staff	86%	Civil	84%
Other	66%	Juror	81%	Juvenile Delinquency	73%
What is your gender?		Other	73%	Domestic Violence	76%
Male	75%	What did you do today?		Criminal	73%
Female	76%	Attended a hearing or trial	78%	Other	73%
What is your age range?		Received information	75%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	68%	Visited Probation	70%	Yes	73%
20 - 29	71%	Attended mediation or arbitration	80%	No	72%
30 - 39	73%	Visited the Ombudsman/Self-Help Center	68%	How often are you in this courthouse?	
40 - 49	77%	Jury Service	73%	First time in this courthouse	75%
50 - 59	78%	Filed Papers	68%	Once a year or less	74%
60 - 69	84%	Made a payment	68%	Several times a year	72%
70 or older	81%	Searched court records/obtained documents	59%	Several times a month	80%
		Other	72%		

14. Seventy-four percent of respondents indicated that they agreed or strongly agreed that **the judge/hearing officer/other listened to their side of the story before making a decision**. The largest percentage of respondents who agreed or strongly agreed that the judge/hearing officer/other listened to their side of the story identified themselves as private attorneys (90 percent) with prosecutor/staff only slightly lower (89 percent). By comparison, 66 percent of respondents who identified themselves as a victim or witness agreed or strongly agreed that the judge/hearing officer/other listened to them.

Eighty-one percent of respondents who described themselves as white agreed or strongly agreed that the judge/hearing officer/other listened to their side of the story before making a decision. A smaller percentage of Native Hawaiian or other Pacific Islander respondents agreed or strongly agreed (45 percent).

Eighty-five percent of respondents in the courthouse for a civil matter agreed or strongly agreed that the judge/hearing officer/other listened to them before making a decision, while fewer respondents in the courthouse for child custody agreed or strongly agreed (67 percent).

**14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	74%	A party in a court case/legal matter	71%	Child Custody	67%
How do you identify yourself?		Victim or witness	66%	Division of Child Placement and Permanency	73%
American Indian or Alaska Native	56%	Law enforcement officer	72%	Divorce	78%
Native Hawaiian or Other Pacific Islander	45%	Public defender/staff	81%	Foreclosure	78%
Asian	71%	Social services staff	86%	Probation	69%
White	81%	Friend or family member	67%	Child Support	68%
Black or African American	69%	Private attorney	90%	Landlord/Tenant	78%
Hispanic or Latino	69%	Prosecutor/staff	89%	Civil	85%
Other	66%	Juror	77%	Juvenile Delinquency	73%
What is your gender?		Other	73%	Domestic Violence	75%
Male	74%	What did you do today?		Criminal	70%
Female	76%	Attended a hearing or trial	78%	Other	73%
What is your age range?		Received information	70%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	66%	Visited Probation	68%	Yes	70%
20 - 29	70%	Attended mediation or arbitration	82%	No	72%
30 - 39	72%	Visited the Ombudsman/Self-Help Center	66%	How often are you in this courthouse?	
40 - 49	77%	Jury Service	71%	First time in this courthouse	74%
50 - 59	79%	Filed Papers	68%	Once a year or less	73%
60 - 69	83%	Made a payment	67%	Several times a year	71%
70 or older	82%	Searched court records/obtained documents	60%	Several times a month	80%
		Other	72%		

15. Seventy-four percent of respondents indicated that they agreed or strongly agreed that **the judge/hearing officer/other had information necessary to make good decisions in their case**. The largest percentage of respondents who agreed or strongly agreed with this statement identified themselves as prosecutor/staff (91 percent). By comparison, 66 percent of respondents who identified themselves as a victim or witness agreed or strongly agreed that the judge/hearing officer/other had information necessary to make good decisions.

Eighty-one percent of respondents who described themselves as white agreed or strongly agreed that the judge/hearing officer/other had information necessary to make good decisions. A smaller percentage of Native Hawaiian or other Pacific Islander respondents agreed or strongly agreed with this statement. (57 percent).

**15. The judge/hearing officer/other had information necessary to make good decisions in my case.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	74%	A party in a court case/legal matter	71%	Child Custody	67%
How do you identify yourself?		Victim or witness	66%	Division of Child Placement and Permanency	71%
American Indian or Alaska Native	62%	Law enforcement officer	70%	Divorce	80%
Native Hawaiian or Other Pacific Islander	57%	Public defender/staff	84%	Foreclosure	79%
Asian	70%	Social services staff	83%	Probation	69%
White	81%	Friend or family member	65%	Child Support	69%
Black or African American	68%	Private attorney	89%	Landlord/Tenant	81%
Hispanic or Latino	71%	Prosecutor/staff	91%	Civil	85%
Other	67%	Juror	73%	Juvenile Delinquency	70%
What is your gender?		Other	73%	Domestic Violence	75%
Male	74%	What did you do today?		Criminal	70%
Female	76%	Attended a hearing or trial	77%	Other	73%
What is your age range?		Received information	71%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	64%	Visited Probation	68%	Yes	71%
20 - 29	72%	Attended mediation or arbitration	79%	No	72%
30 - 39	72%	Visited the Ombudsman/Self-Help Center	64%	How often are you in this courthouse?	
40 - 49	78%	Jury Service	70%	First time in this courthouse	74%
50 - 59	78%	Filed Papers	72%	Once a year or less	72%
60 - 69	81%	Made a payment	70%	Several times a year	73%
70 or older	77%	Searched court records/obtained documents	61%	Several times a month	80%
		Other	74%		

16. Seventy-six percent of respondents agreed or strongly agreed that **the judge/hearing officer/other explained the reason for his or her decision**. The age of the respondents seemed to affect the results, in that 82 percent of respondents between the ages of 60 to 69 agreed or strongly agreed that reasons for the decision were explained, while 67 percent of respondents under the age of 20 agreed or strongly agreed.

Eighty-two percent of white respondents agreed or strongly agreed that the judge/hearing officer/other explained the reason for his or her decision, while only 40 percent of Native Hawaiian or other Pacific Islander respondents agreed or strongly agreed.

**16. The judge/hearing officer/other explained the reason for his or her decision.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	76%	A party in a court case/legal matter	74%	Child Custody	71%
How do you identify yourself?		Victim or witness	64%	Division of Child Placement and Permanency	76%
American Indian or Alaska Native	60%	Law enforcement officer	72%	Divorce	79%
Native Hawaiian or Other Pacific Islander	40%	Public defender/staff	85%	Foreclosure	81%
Asian	65%	Social services staff	85%	Probation	72%
White	82%	Friend or family member	71%	Child Support	72%
Black or African American	71%	Private attorney	89%	Landlord/Tenant	80%
Hispanic or Latino	74%	Prosecutor/staff	88%	Civil	84%
Other	69%	Juror	73%	Juvenile Delinquency	79%
What is your gender?		Other	74%	Domestic Violence	77%
Male	76%	What did you do today?		Criminal	72%
Female	79%	Attended a hearing or trial	80%	Other	75%
What is your age range?		Received information	74%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	67%	Visited Probation	71%	Yes	73%
20 - 29	75%	Attended mediation or arbitration	81%	No	75%
30 - 39	74%	Visited the Ombudsman/Self-Help Center	59%	How often are you in this courthouse?	
40 - 49	79%	Jury Service	72%	First time in this courthouse	77%
50 - 59	80%	Filed Papers	72%	Once a year or less	75%
60 - 69	82%	Made a payment	71%	Several times a year	74%
70 or older	79%	Searched court records/obtained documents	59%	Several times a month	81%
		Other	75%		

17. Eighty-three percent of respondents agreed or strongly agreed that they **understood what happened in court/the session**. The scores were nearly equal for respondents represented by an attorney (81 percent) and respondents not represented (80 percent).

Ninety-one percent of respondents who were in the courthouse for a civil matter agreed or strongly agreed that they understood what happened in court/the session, while 77 percent of respondents in the courthouse for child custody agreed or strongly agreed that they understood what happened.

**17. I understand what happened in court/the session.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk	Please select the description that best describes you	What type of case brought you to the courthouse today?
Total 83%	A party in a court case/legal matter 81%	Child Custody 77%
How do you identify yourself?	Victim or witness 74%	Division of Child Placement and Permanency 82%
American Indian or Alaska Native 73%	Law enforcement officer 76%	Divorce 84%
Native Hawaiian or Other Pacific Islander 53%	Public defender/staff 89%	Foreclosure 82%
Asian 77%	Social services staff 91%	Probation 80%
White 88%	Friend or family member 79%	Child Support 79%
Black or African American 79%	Private attorney 94%	Landlord/Tenant 84%
Hispanic or Latino 79%	Prosecutor/staff 94%	Civil 91%
Other 77%	Juror 82%	Juvenile Delinquency 80%
What is your gender?	Other 78%	Domestic Violence 83%
Male 83%	What did you do today?	Criminal 83%
Female 84%	Attended a hearing or trial 86%	Other 78%
What is your age range?	Received information 79%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?
Under 20 73%	Visited Probation 79%	Yes 81%
20 - 29 82%	Attended mediation or arbitration 87%	No 80%
30 - 39 81%	Visited the Ombudsman/Self-Help Center 68%	How often are you in this courthouse?
40 - 49 85%	Jury Service 81%	First time in this courthouse 81%
50 - 59 86%	Filed Papers 76%	Once a year or less 81%
60 - 69 88%	Made a payment 78%	Several times a year 82%
70 or older 82%	Searched court records/obtained documents 68%	Several times a month 87%
	Other 79%	

18. Eighty percent of respondents agreed or strongly agreed they were **treated the same as everyone else**. The largest percentage of respondents who agreed or strongly agreed that they were treated the same identified themselves as prosecutor/staff (92 percent). By comparison, 71 percent of law enforcement officers agreed or strongly agreed they were treated the same.

Eighty-five percent of white respondents agreed or strongly agreed they were treated the same, while 57 percent of Native Hawaiian or other Pacific Islander respondents agreed or strongly agreed they were treated the same as everyone else.

**18. I was treated the same as everyone else.
(percentage who agreed or strongly agreed)**

All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	80%	A party in a court case/legal matter	78%	Child Custody	75%
How do you identify yourself?		Victim or witness	73%	Division of Child Placement and Permanency	78%
American Indian or Alaska Native	67%	Law enforcement officer	71%	Divorce	81%
Native Hawaiian or Other Pacific Islander	57%	Public defender/staff	82%	Foreclosure	76%
Asian	72%	Social services staff	85%	Probation	75%
White	85%	Friend or family member	77%	Child Support	75%
Black or African American	78%	Private attorney	91%	Landlord/Tenant	86%
Hispanic or Latino	78%	Prosecutor/staff	92%	Civil	88%
Other	71%	Juror	85%	Juvenile Delinquency	75%
What is your gender?		Other	80%	Domestic Violence	80%
Male	80%	What did you do today?		Criminal	78%
Female	82%	Attended a hearing or trial	83%	Other	81%
What is your age range?		Received information	80%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	72%	Visited Probation	74%	Yes	78%
20 - 29	79%	Attended mediation or arbitration	85%	No	79%
30 - 39	78%	Visited the Ombudsman/Self-Help Center	70%	How often are you in this courthouse?	
40 - 49	83%	Jury Service	83%	First time in this courthouse	82%
50 - 59	83%	Filed Papers	74%	Once a year or less	81%
60 - 69	86%	Made a payment	74%	Several times a year	79%
70 or older	81%	Searched court records/obtained documents	71%	Several times a month	82%
		Other	80%		

19. Eighty-three percent of respondents agreed or strongly agreed that they **knew what to do next in their case as they left court**. The gender of respondents did not affect the results with 83 percent of both males and females agreeing or strongly agreeing that they knew what to do next in their case. The scores were nearly equal from respondents who were represented by an attorney (82 percent) and those not represented (81 percent).

**19. As I leave the court, I know what to do next in my case.
(percentage who agreed or strongly agreed)**

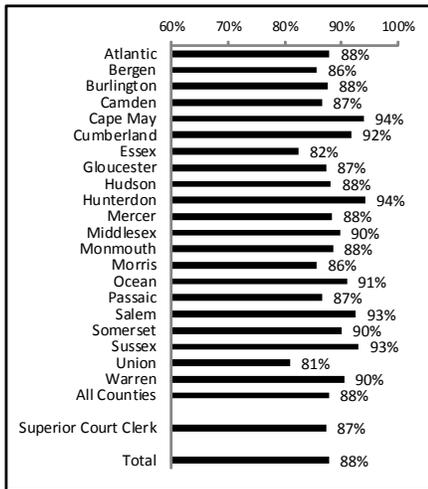
All Counties and Superior Court Clerk		Please select the description that best describes you		What type of case brought you to the courthouse today?	
Total	83%	A party in a court case/legal matter	82%	Child Custody	79%
How do you identify yourself?		Victim or witness	75%	Division of Child Placement and Permanency	82%
American Indian or Alaska Native	75%	Law enforcement officer	71%	Divorce	82%
Native Hawaiian or Other Pacific Islander	68%	Public defender/staff	88%	Foreclosure	82%
Asian	74%	Social services staff	84%	Probation	81%
White	87%	Friend or family member	81%	Child Support	80%
Black or African American	81%	Private attorney	93%	Landlord/Tenant	87%
Hispanic or Latino	81%	Prosecutor/staff	91%	Civil	90%
Other	76%	Juror	77%	Juvenile Delinquency	79%
What is your gender?		Other	80%	Domestic Violence	83%
Male	83%	What did you do today?		Criminal	83%
Female	83%	Attended a hearing or trial	85%	Other	79%
What is your age range?		Received information	83%	If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Under 20	75%	Visited Probation	80%	Yes	82%
20 - 29	83%	Attended mediation or arbitration	86%	No	81%
30 - 39	82%	Visited the Ombudsman/Self-Help Center	76%	How often are you in this courthouse?	
40 - 49	85%	Jury Service	76%	First time in this courthouse	82%
50 - 59	84%	Filed Papers	78%	Once a year or less	83%
60 - 69	88%	Made a payment	81%	Several times a year	81%
70 or older	84%	Searched court records/obtained documents	69%	Several times a month	87%
		Other	81%		

D. SUMMARY OF RESULTS BY COUNTY AND THE SUPERIOR COURT CLERK'S OFFICE

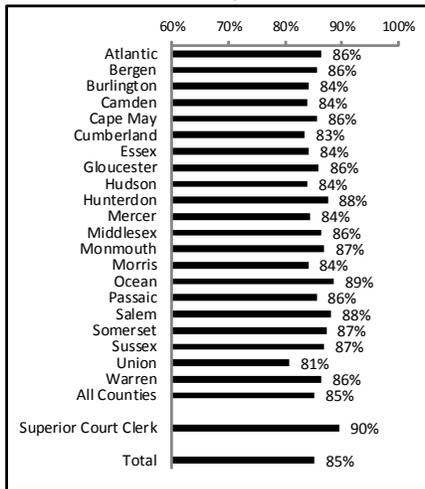
The following charts provide a summary of the results by county and the Superior Court Clerk's Office. Each chart provides the percentage of respondents that agreed or strongly agreed with each statement. Statewide and individual county data are contained in the Appendices.

Note that "#N/A" indicates that fewer than 10 people responded to the statement shown.

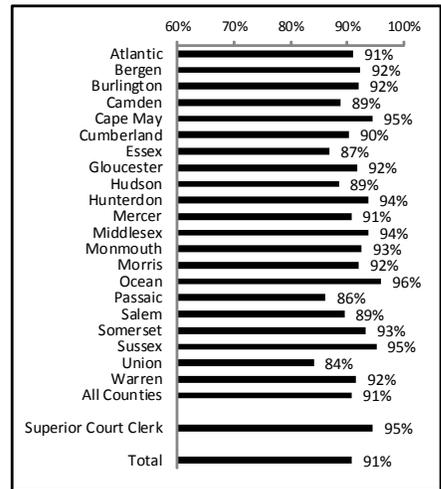
1. Finding the courthouse/court facility was easy.



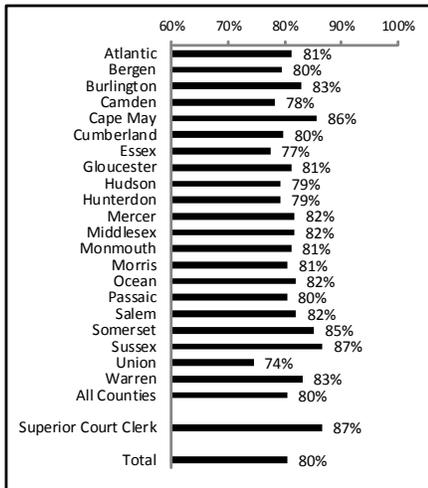
2. The forms I needed today and/or filed today were clear and easy to understand.



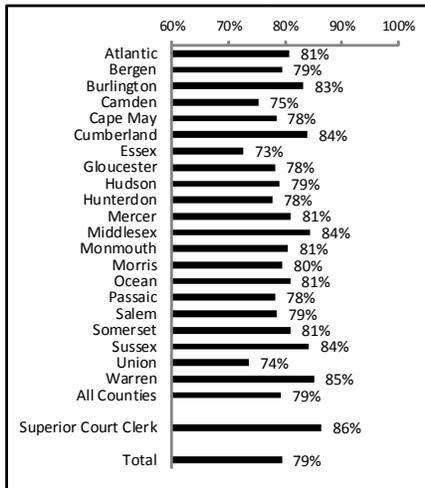
3. I felt safe in the courthouse/court facility.



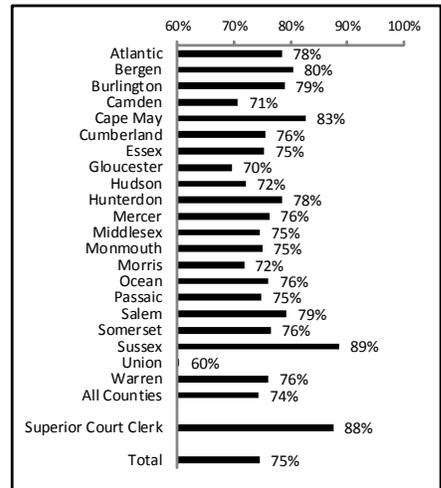
4. Despite a physical disability, I was able to conduct my court business today.



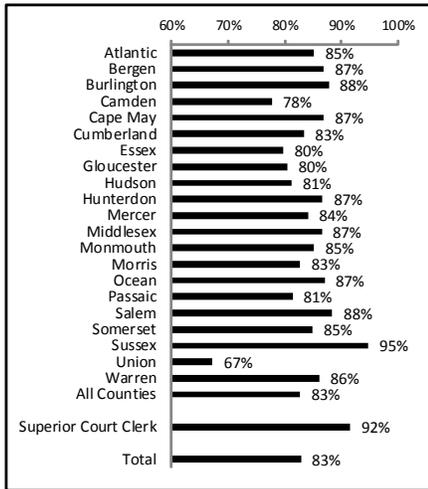
5. I was able to receive the interpreting services I needed today.



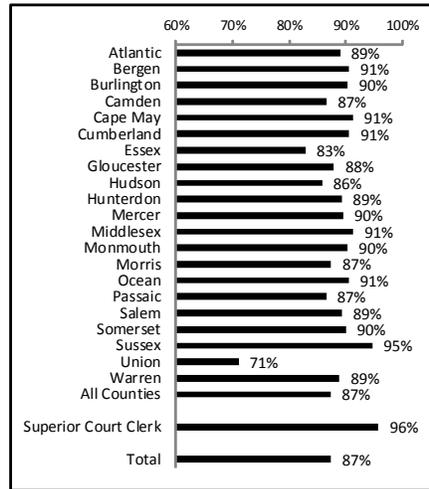
6. I was able to get my court business done in a reasonable amount of time today.



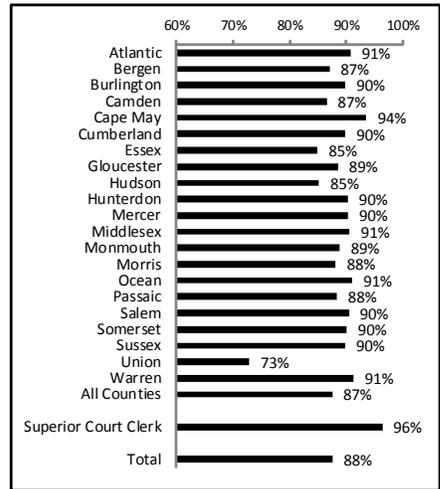
7. Court staff paid attention to my needs.



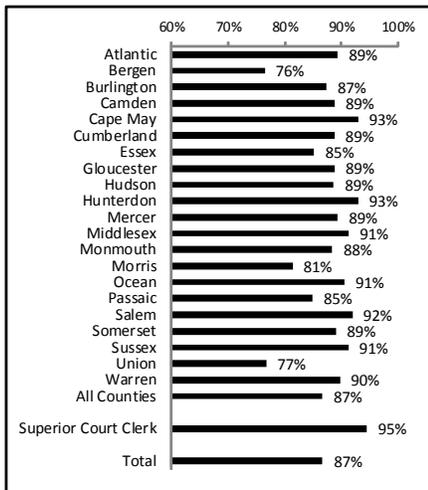
8. I was treated with courtesy and respect by court staff.



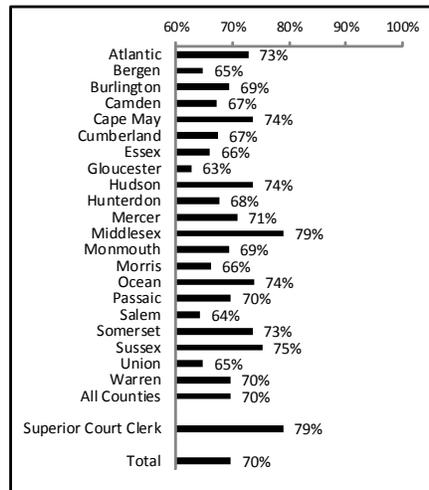
9. I was treated with courtesy and respect by uniformed court security.



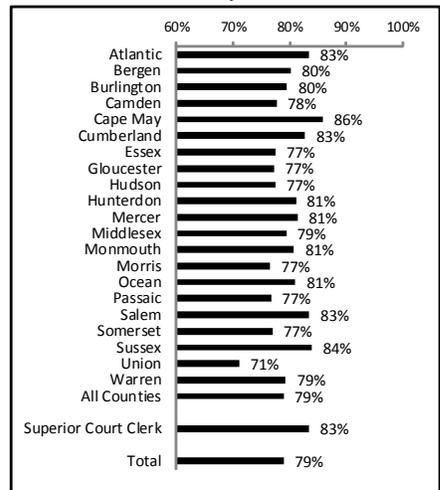
10. I easily found the courtroom or office I needed.



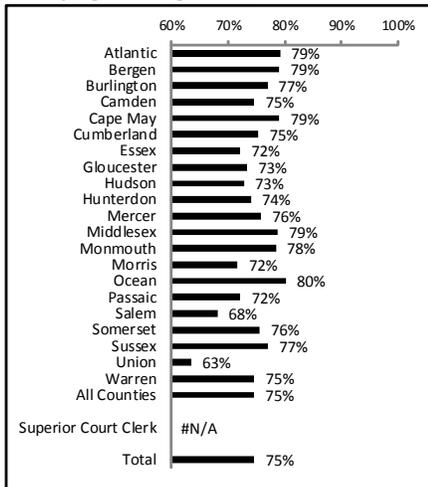
11. The court's website was useful.



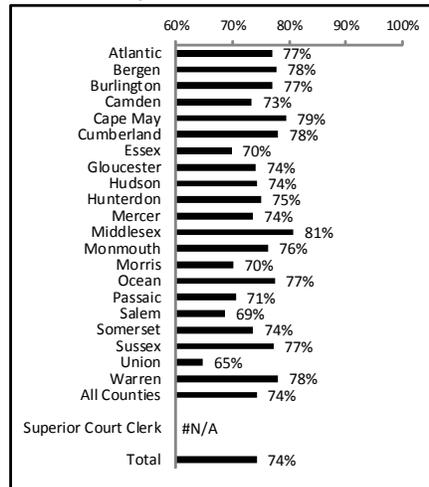
12. The court's hours of operation made it easy for me to do my business.



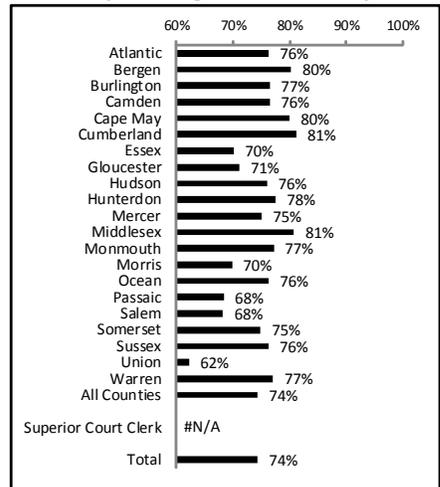
13. The way my case was handled by the judge/hearing officer/other was fair.



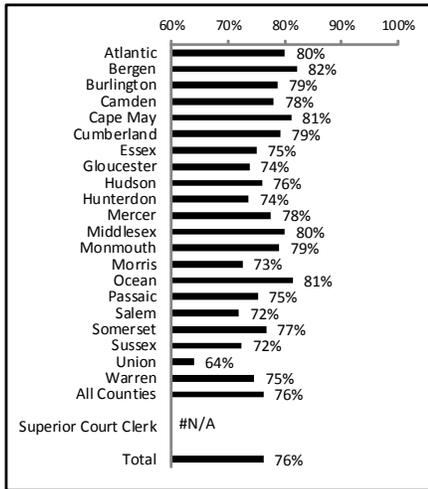
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.



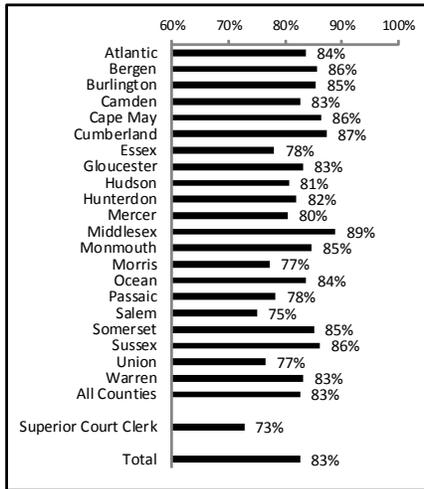
15. The judge/hearing officer/other had info. necessary to make good decisions in my case.



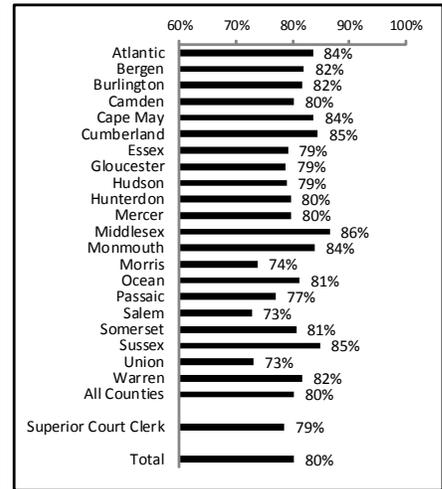
16. The judge/hearing officer/other explained the reason for his or her decision.



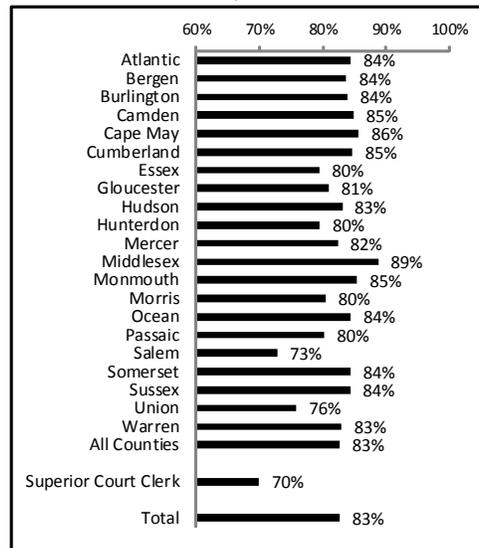
17. I understand what happened in court/the session.



18. I was treated the same as everyone else.



19. As I leave the court, I know what to do next in my case



IV. CONCLUSION

The New Jersey Judiciary stands for equality of treatment, equal access for all, and inclusiveness. The Access and Fairness Public Survey Project serves as a continuation of that commitment.

This report contains valuable empirical data gathered from thousands of court visitors over a period of five days in October 2013. With this data, the Judiciary is now better equipped to continue to address the operational challenges of serving an increasingly diverse public. Over the course of the next year, the Supreme Court Advisory Committee on Access and Fairness will analyze the data and make recommendations for changes to address identified areas of concern.

How services are delivered and how cases are handled influence people's evaluation of their experience in court. While the aggregate data suggests a high satisfaction level, we need to drill down into that data for more granular analysis and conclusions. The purpose of this preliminary report is to promote transparency, maintain accountability, and improve public trust and confidence in the courts.

V. ACKNOWLEDGEMENTS

The success of the project is due in large part to the project managers and back-up project managers who skillfully coordinated local implementation and administration of the surveys. The large number of completed surveys collected can be attributed to the nearly 1,500 court staff who volunteered their time and energy to engage the public during the week long effort. The statewide dedication and commitment among staff created team spirit and camaraderie which was both an uplifting and unintended consequence of the project. Staff's ongoing commitment to ensuring an open door to justice for New Jersey residents is greatly appreciated.

The Quantitative Research Unit in the Administrative Office of the Courts was a significant contributor to this project from its inception. Their expertise in data collection, organization, presentation and analysis was critical to the development of the survey project and this report.

A. MEMBERS OF THE SUPREME COURT ADVISORY COMMITTEE ON ACCESS AND FAIRNESS

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Robert Smith, Director, Office of Trial Court Services, AOC

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Steven Wilkins, Chief, Organizational Development & Training Unit, AOC

Designee: Marilyn Bojum, Organizational Development & Training Unit, AOC

B. ACCESS AND FAIRNESS SURVEY PROJECT MANAGERS AND BACK-UP PROJECT MANAGERS

COUNTY	PROJECT MANAGER	BACK-UP PROJECT MANAGER
Atlantic/Cape May	Kathleen Obringer	Ellen Procida
Bergen	Jennifer Shultis	Tracey Andolini
Burlington	Heshim Thomas	Diane Donegan
Camden	Natonya Phillips	April R. Bailey
Essex	Kimberly Cicala	Sarah Hatcher
Hudson	Cariann Gingerelli	Tonya Hopson
Mercer	Alfred Federico Audrey	Jones Butler
Middlesex	Luis Hernandez	Jack Failla
Monmouth	Theresa Romano	Jennifer Nemeth
Morris/Sussex	Janie Rodriguez	Thomas Jindracek
Passaic	Dawn Thomas	June Zieder
Union	Linda Wiggins	David Beverly
Somerset	Christine Murzdeck	Tracie Lloyd

COUNTY	PROJECT MANAGER	BACK-UP PROJECT MANAGER
Hunterdon	Christine Murzdeck	Marieanne (Gaby) Angulo
Warren	Christine Murzdeck	Alicia Learn
Ocean	Steven Molyneux	Ann Marie Fleury
Cumberland/ Gloucester/Salem	Sandra Lopez	Carmelita Vazquez
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