



News Release

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Judiciary Releases Report on Access and Fairness Survey

The Judiciary today released the results of a survey administered to litigants, lawyers, jurors and other court visitors to measure the public's perception of how accessible and fair they find the courts.

"This survey tells how well we are meeting our goal of ensuring an open door to justice for everyone who comes through our courthouse doors," said Judge Glenn A. Grant, acting administrative director of the courts. "We are publishing the results of the survey to further our commitment to transparency and access to the courts."

The survey was administered over five days in October 2013 in every Superior Court courthouse in the state, the Superior Court Clerk's Office at the Richard J. Hughes Justice Complex in Trenton, and at many off-site court facilities such as probation offices. More than 16,000 court users took the time to complete the survey, which was available in nine languages.

The survey asked respondents how strongly they agreed with a number of positive statements about the courts. Responses ranged from a high of 91 percent of respondents agreeing that they felt safe in the courthouse, to a low of 70 percent of respondents agreeing that the court's website was useful. Other statements respondents agreed with most strongly included that the courthouse and their courtroom were easy to find, and that court staff and court security officers treated them with courtesy and respect.

"There is much to be proud of in looking at our survey results," said Judge Grant. "On the other hand, we want to examine all of the responses to see where we can further improve our facilities and our services for court users. We are grateful to everyone who took the time to fill out the survey. You can be assured that we will carefully consider all of the responses."

The [survey results](#) are available at njcourts.com.

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