

Access and Fairness Survey: FY2006 - FY2011								
	2011		2008		2007		2006	
	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp
3rd District								
Salt Lake City								
1. The courthouse was easy to find.	99%	210	99%	356	100%	296	100%	464
2. Parking was easy.	81%	180	82%	319	83%	255	83%	425
3. I easily found the courtroom or office I needed.	94%	206	97%	350	97%	294	97%	458
4. I felt safe in the courthouse.	98%	205	97%	355	98%	292	98%	458
5. Security officers treated me with courtesy and respect.	96%	209	97%	350	96%	292	97%	455
6. The forms I needed were easy to understand.	91%	130	94%	255	94%	197	94%	332
7. The court met my needs for disability assistance.	94%	68	92%	145	93%	91	96%	163
8. The court tries to remove language barriers	95%	130	95%	223	96%	174	95%	243
9. The court's web site was useful.	90%	135	91%	206	94%	127	89%	210
10. The court's hours made it easy to do my business.	87%	119	90%	334	89%	263	91%	408
11. I finished my court business in a reasonable time.	84%	193	83%	340	80%	281	86%	446
12. Court staff paid attention to my needs.	92%	191	92%	338	90%	271	94%	431
13. I was treated with courtesy and respect.	96%	202	97%	345	94%	283	96%	454
14. I am satisfied with my experience at the courthouse.	93%	201	92%	340	90%	284	93%	448
15. I understood what happened in my case.	91%	145	92%	242	89%	234		
16. I know what I should do next in my case.	89%	139	92%	238	92%	238		
17. The judge, commissioner, referee, or mediator listened to all sides.	87%	138	88%	234	89%	218		
18. The judge, commissioner, referee, or mediator had the info needed.	92%	142	87%	246	90%	222		
19. The hearing was fair.	88%	139	85%	233	89%	212		
20. Both sides at the hearing were treated the same.	89%	127	85%	223	86%	210		

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3rd District								
Silver Summit								
1. The courthouse was easy to find.	83%	30	90%	41	93%	29	100%	20
2. Parking was easy.	100%	30	95%	41	100%	29	100%	21
3. I easily found the courtroom or office I needed.	100%	30	100%	41	93%	29	95%	21
4. I felt safe in the courthouse.	100%	31	100%	41	100%	29	100%	21
5. Security officers treated me with courtesy and respect.	100%	30	100%	40	100%	29	95%	19
6. The forms I needed were easy to understand.	100%	19	84%	31	93%	15	100%	12
7. The court met my needs for disability assistance.	100%	9	100%	18	100%	7	100%	5
8. The court tries to remove language barriers	100%	12	90%	20	90%	10	100%	10
9. The court's web site was useful.	89%	9	93%	15	100%	5	100%	3
10. The court's hours made it easy to do my business.	94%	17	95%	41	93%	27	81%	16
11. I finished my court business in a reasonable time.	79%	29	89%	38	96%	27	65%	20
12. Court staff paid attention to my needs.	100%	26	97%	36	100%	28	94%	17
13. I was treated with courtesy and respect.	96%	28	100%	40	100%	29	100%	21
14. I am satisfied with my experience at the courthouse.	96%	27	97%	39	97%	29	95%	21
15. I understood what happened in my case.	100%	24	94%	31	100%	19		
16. I know what I should do next in my case.	100%	22	90%	29	100%	18		
17. The judge, commissioner, referee, or mediator listened to all sides.	96%	25	96%	28	100%	20		
18. The judge, commissioner, referee, or mediator had the info needed.	92%	25	96%	28	100%	20		
19. The hearing was fair.	92%	24	88%	25	100%	16		
20. Both sides at the hearing were treated the same.	96%	23	88%	25	100%	19		

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3rd District								
Tooele								
1. The courthouse was easy to find.	97%	65	98%	88	98%	90	100%	13
2. Parking was easy.	100%	63	99%	90	97%	89	85%	13
3. I easily found the courtroom or office I needed.	100%	64	99%	88	98%	89	92%	12
4. I felt safe in the courthouse.	98%	65	99%	90	100%	91	92%	13
5. Security officers treated me with courtesy and respect.	97%	65	97%	89	100%	89	100%	13
6. The forms I needed were easy to understand.	96%	47	93%	72	97%	70	100%	7
7. The court met my needs for disability assistance.	93%	29	98%	43	94%	36	100%	4
8. The court tries to remove language barriers	98%	47	94%	49	100%	46	100%	5
9. The court's web site was useful.	93%	40	90%	39	91%	32	80%	5
10. The court's hours made it easy to do my business.	94%	32	95%	82	90%	82	100%	11
11. I finished my court business in a reasonable time.	90%	60	91%	88	89%	85	100%	13
12. Court staff paid attention to my needs.	93%	61	92%	88	98%	81	91%	11
13. I was treated with courtesy and respect.	94%	65	95%	84	99%	88	100%	13
14. I am satisfied with my experience at the courthouse.	94%	63	91%	87	96%	89	85%	13
15. I understood what happened in my case.	94%	47	93%	73	93%	68		
16. I know what I should do next in my case.	94%	47	93%	71	98%	66		
17. The judge, commissioner, referee, or mediator listened to all sides.	85%	41	93%	72	97%	65		
18. The judge, commissioner, referee, or mediator had the info needed.	82%	44	95%	73	94%	67		
19. The hearing was fair.	84%	38	94%	71	98%	60		
20. Both sides at the hearing were treated the same.	86%	37	95%	61	97%	58		

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3rd District								
West Jordan								
1. The courthouse was easy to find.	100%	95	100%	136	99%	108	98%	54
2. Parking was easy.	97%	93	98%	135	100%	108	98%	54
3. I easily found the courtroom or office I needed.	100%	94	98%	132	97%	107	98%	52
4. I felt safe in the courthouse.	99%	96	99%	136	100%	108	100%	52
5. Security officers treated me with courtesy and respect.	99%	94	99%	135	99%	109	98%	52
6. The forms I needed were easy to understand.	91%	64	97%	95	96%	77	93%	44
7. The court met my needs for disability assistance.	100%	37	100%	55	98%	42	100%	22
8. The court tries to remove language barriers	100%	49	98%	81	100%	59	90%	31
9. The court's web site was useful.	92%	52	95%	64	98%	46	96%	27
10. The court's hours made it easy to do my business.	93%	42	96%	118	93%	98	96%	49
11. I finished my court business in a reasonable time.	94%	89	93%	124	92%	105	98%	53
12. Court staff paid attention to my needs.	94%	88	97%	121	97%	106	100%	51
13. I was treated with courtesy and respect.	97%	95	99%	133	97%	109	100%	51
14. I am satisfied with my experience at the courthouse.	96%	90	98%	131	96%	108	100%	50
15. I understood what happened in my case.	97%	77	97%	97	96%	90		
16. I know what I should do next in my case.	97%	75	97%	91	93%	91		
17. The judge, commissioner, referee, or mediator listened to all sides.	96%	71	96%	104	94%	84		
18. The judge, commissioner, referee, or mediator had the info needed.	92%	74	94%	103	95%	87		
19. The hearing was fair.	95%	66	95%	98	92%	83		
20. Both sides at the hearing were treated the same.	94%	64	92%	95	90%	82		