

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
4th District								
American Fork								
1. The courthouse was easy to find.	93%	45	97%	63	96%	84	100%	27
2. Parking was easy.	83%	42	76%	63	64%	81	83%	24
3. I easily found the courtroom or office I needed.	100%	46	94%	62	96%	85	100%	26
4. I felt safe in the courthouse.	98%	46	98%	64	95%	84	100%	26
5. Security officers treated me with courtesy and respect.	100%	44	89%	63	92%	83	100%	26
6. The forms I needed were easy to understand.	89%	27	87%	38	94%	67	100%	66
7. The court met my needs for disability assistance.	100%	15	91%	22	100%	28	100%	9
8. The court tries to remove language barriers	100%	26	95%	43	98%	41	100%	14
9. The court's web site was useful.	94%	16	94%	18	92%	25	78%	9
10. The court's hours made it easy to do my business.	90%	20	88%	59	81%	75	86%	22
11. I finished my court business in a reasonable time.	88%	43	73%	59	71%	79	96%	26
12. Court staff paid attention to my needs.	95%	40	87%	55	81%	79	96%	25
13. I was treated with courtesy and respect.	100%	43	90%	61	85%	82	96%	26
14. I am satisfied with my experience at the courthouse.	93%	44	84%	61	81%	80	92%	26
15. I understood what happened in my case.	94%	34	84%	44	95%	61		
16. I know what I should do next in my case.	97%	31	79%	48	95%	65		
17. The judge, commissioner, referee, or mediator listened to all sides.	94%	31	94%	47	89%	55		
18. The judge, commissioner, referee, or mediator had the info needed.	100%	31	84%	45	89%	56		
19. The hearing was fair.	96%	28	85%	40	83%	47		
20. Both sides at the hearing were treated the same.	92%	25	83%	40	81%	48		

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4th District								
Heber City								
1. The courthouse was easy to find.	97%	33	100%	27	100%	25	100%	24
2. Parking was easy.	85%	33	96%	27	92%	25	92%	24
3. I easily found the courtroom or office I needed.	97%	33	93%	27	96%	25	100%	23
4. I felt safe in the courthouse.	94%	32	100%	27	92%	25	96%	23
5. Security officers treated me with courtesy and respect.	100%	33	96%	27	100%	24	100%	21
6. The forms I needed were easy to understand.	96%	24	100%	18	95%	20	88%	16
7. The court met my needs for disability assistance.	93%	15	100%	10	100%	9	100%	7
8. The court tries to remove language barriers	100%	22	100%	17	93%	15	92%	12
9. The court's web site was useful.	94%	16	100%	9	100%	10	71%	7
10. The court's hours made it easy to do my business.	67%	12	96%	27	88%	24	86%	21
11. I finished my court business in a reasonable time.	90%	31	92%	26	83%	24	76%	21
12. Court staff paid attention to my needs.	100%	32	96%	27	79%	24	100%	21
13. I was treated with courtesy and respect.	100%	32	100%	26	92%	24	100%	23
14. I am satisfied with my experience at the courthouse.	94%	32	96%	27	88%	24	100%	23
15. I understood what happened in my case.	96%	25	95%	22	90%	21		
16. I know what I should do next in my case.	96%	24	100%	23	89%	19		
17. The judge, commissioner, referee, or mediator listened to all sides.	88%	26	100%	20	94%	16		
18. The judge, commissioner, referee, or mediator had the info needed.	93%	28	100%	20	100%	16		
19. The hearing was fair.	88%	24	100%	20	94%	17		
20. Both sides at the hearing were treated the same.	83%	24	100%	20	88%	16		

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4th District								
Nephi								
1. The courthouse was easy to find.	100%	16	100%	21	95%	22	100%	28
2. Parking was easy.	88%	16	100%	21	95%	22	100%	12
3. I easily found the courtroom or office I needed.	100%	14	100%	21	91%	22	100%	13
4. I felt safe in the courthouse.	94%	18	100%	21	86%	21	100%	14
5. Security officers treated me with courtesy and respect.	83%	18	100%	20	100%	21	100%	12
6. The forms I needed were easy to understand.	71%	7	100%	18	100%	13	100%	12
7. The court met my needs for disability assistance.	100%	3	100%	10	100%	12	86%	7
8. The court tries to remove language barriers	100%	7	100%	13	91%	11	100%	8
9. The court's web site was useful.	100%	4	100%	7	80%	10	100%	5
10. The court's hours made it easy to do my business.	75%	4	89%	18	95%	21	91%	11
11. I finished my court business in a reasonable time.	92%	12	89%	18	100%	21	100%	12
12. Court staff paid attention to my needs.	79%	14	94%	18	91%	22	100%	12
13. I was treated with courtesy and respect.	88%	16	100%	18	100%	22	93%	14
14. I am satisfied with my experience at the courthouse.	75%	16	95%	19	90%	20	85%	13
15. I understood what happened in my case.	78%	9	94%	18	94%	17		
16. I know what I should do next in my case.	88%	8	94%	16	100%	15		
17. The judge, commissioner, referee, or mediator listened to all sides.	64%	11	100%	18	100%	17		
18. The judge, commissioner, referee, or mediator had the info needed.	70%	10	89%	18	94%	18		
19. The hearing was fair.	69%	13	94%	18	82%	17		
20. Both sides at the hearing were treated the same.	67%	12	88%	17	90%	20		

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4th District								
Orem (CLOSED)								
1. The courthouse was easy to find.	100%	79	97%	74	97%	60		
2. Parking was easy.	95%	79	91%	70	98%	60		
3. I easily found the courtroom or office I needed.	100%	80	97%	73	95%	59		
4. I felt safe in the courthouse.	99%	79	100%	72	100%	58		
5. Security officers treated me with courtesy and respect.	100%	79	100%	72	98%	60		
6. The forms I needed were easy to understand.	96%	71	100%	61	100%	38		
7. The court met my needs for disability assistance.	97%	39	97%	30	100%	14		
8. The court tries to remove language barriers	96%	55	98%	51	94%	31		
9. The court's web site was useful.	90%	31	89%	37	100%	21		
10. The court's hours made it easy to do my business.	91%	69	96%	69	94%	47		
11. I finished my court business in a reasonable time.	91%	74	88%	68	83%	52		
12. Court staff paid attention to my needs.	97%	75	99%	72	96%	55		
13. I was treated with courtesy and respect.	99%	78	99%	71	100%	60		
14. I am satisfied with my experience at the courthouse.	94%	77	96%	71	98%	59		
15. I understood what happened in my case.	99%	69	96%	57				
16. I know what I should do next in my case.	97%	63	100%	58				
17. The judge, commissioner, referee, or mediator listened to all sides.	95%	63	88%	49				
18. The judge, commissioner, referee, or mediator had the info needed.	98%	61	90%	50				
19. The hearing was fair.	100%	57	89%	45				
20. Both sides at the hearing were treated the same.	98%	50	91%	47				

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4th District								
Provo								
1. The courthouse was easy to find.	97%	126	100%	118	99%	141	99%	101
2. Parking was easy.	93%	120	93%	114	86%	136	73%	98
3. I easily found the courtroom or office I needed.	96%	117	95%	110	96%	137	97%	102
4. I felt safe in the courthouse.	99%	123	97%	117	97%	139	97%	102
5. Security officers treated me with courtesy and respect.	97%	124	95%	118	97%	138	96%	103
6. The forms I needed were easy to understand.	86%	77	96%	89	94%	102	91%	75
7. The court met my needs for disability assistance.	97%	31	98%	52	94%	48	94%	32
8. The court tries to remove language barriers	96%	72	97%	67	100%	75	88%	64
9. The court's web site was useful.	87%	85	89%	64	84%	61	94%	50
10. The court's hours made it easy to do my business.	92%	73	94%	104	90%	125	89%	92
11. I finished my court business in a reasonable time.	82%	117	91%	110	76%	135	86%	101
12. Court staff paid attention to my needs.	93%	120	94%	105	94%	131	88%	100
13. I was treated with courtesy and respect.	94%	121	94%	113	99%	137	95%	102
14. I am satisfied with my experience at the courthouse.	89%	122	92%	112	94%	137	87%	101
15. I understood what happened in my case.	94%	82	92%	83	95%	98		
16. I know what I should do next in my case.	89%	80	96%	89	94%	98		
17. The judge, commissioner, referee, or mediator listened to all sides.	85%	82	95%	62	91%	91		
18. The judge, commissioner, referee, or mediator had the info needed.	83%	80	91%	68	95%	93		
19. The hearing was fair.	83%	80	88%	52	95%	79		
20. Both sides at the hearing were treated the same.	86%	72	91%	56	93%	81		

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4th District								
Provo Juvenile								
1. The courthouse was easy to find.					100%	60	80%	40
2. Parking was easy.					89%	61	78%	40
3. I easily found the courtroom or office I needed.					98%	59	95%	40
4. I felt safe in the courthouse.					100%	63	98%	40
5. Security officers treated me with courtesy and respect.					100%	63	95%	39
6. The forms I needed were easy to understand.					100%	43	91%	35
7. The court met my needs for disability assistance.					100%	25	85%	13

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4th District								
Spanish Fork								
1. The courthouse was easy to find.	100%	21	98%	40	100%	40	100%	28
2. Parking was easy.	100%	20	89%	38	90%	42	96%	26
3. I easily found the courtroom or office I needed.	100%	20	100%	40	97%	38	96%	27
4. I felt safe in the courthouse.	100%	20	100%	39	95%	42	100%	27
5. Security officers treated me with courtesy and respect.	100%	20	100%	34	90%	41	100%	20
6. The forms I needed were easy to understand.	100%	19	91%	32	91%	34	100%	23
7. The court met my needs for disability assistance.	100%	4	35%	40	100%	19	100%	9
8. The court tries to remove language barriers	100%	10	95%	21	96%	25	88%	8
9. The court's web site was useful.	93%	14	87%	15	95%	19	100%	4
10. The court's hours made it easy to do my business.	70%	10	95%	37	86%	36	92%	24
11. I finished my court business in a reasonable time.	95%	21	95%	39	98%	140	96%	27
12. Court staff paid attention to my needs.	100%	20	97%	37	92%	39	92%	25
13. I was treated with courtesy and respect.	100%	21	100%	38	95%	41	100%	26
14. I am satisfied with my experience at the courthouse.	100%	20	97%	37	86%	42	92%	26
15. I understood what happened in my case.	89%	19	97%	32	93%	30		
16. I know what I should do next in my case.	84%	19	97%	31	100%	28		
17. The judge, commissioner, referee, or mediator listened to all sides.	88%	16	93%	43	96%	28		
18. The judge, commissioner, referee, or mediator had the info needed.	94%	17	93%	27	86%	29		
19. The hearing was fair.	94%	16	93%	30	93%	29		
20. Both sides at the hearing were treated the same.	93%	15	92%	26	93%	30		