

Access and Fairness Survey: FY2007 - FY2015

	2015		2013		2011		2008		2007	
	% Stating Adequate or Better		% Stating Adequate or Better		% Stating Adequate or Better		% Stating Adequate or Better		% Stating Adequate or Better	
	# Resp	# Resp								
3rd District										
Salt Lake City										
1. The courthouse was easy to find.	97%	151	97%	212	99%	210	99%	356	100%	296
2. Parking was easy.	82%	119	90%	174	81%	180	82%	319	83%	255
3. I easily found the courtroom or office I needed.	98%	151	95%	209	94%	206	97%	350	97%	294
4. I felt safe in the courthouse.	98%	148	97%	208	98%	205	97%	355	98%	292
5. Security officers treated me with courtesy and respect.	97%	151	96%	209	96%	209	97%	350	96%	292
6. The forms I needed were easy to understand.	89%	113	92%	154	91%	130	94%	255	94%	197
7. The court met my needs for disability assistance.	94%	50	92%	86	94%	68	92%	145	93%	91
8. The court tries to remove language barriers	94%	102	93%	135	95%	130	95%	223	96%	174
9. The court's web site was useful.	92%	108	92%	132	90%	135	91%	206	94%	127
10. The court's hours made it easy to do my business.	94%	141	91%	182	87%	119	90%	334	89%	263
11. I finished my court business in a reasonable time.	90%	149	86%	201	84%	193	83%	340	80%	281
12. Court staff paid attention to my needs.	94%	148	88%	190	92%	191	92%	338	90%	271
13. I was treated with courtesy and respect.	93%	152	93%	205	96%	202	97%	345	94%	283
14. I am satisfied with my experience at the courthouse.	92%	147	88%	205	93%	201	92%	340	90%	284
15. I understood what happened in my case.	95%	128	88%	162	91%	145	92%	242	89%	234
16. I know what I should do next in my case.	96%	123	87%	151	89%	139	92%	238	92%	238
17. The judge, commissioner, referee, or mediator listened to all sides.	94%	114	89%	148	87%	138	88%	234	89%	218
18. The judge, commissioner, referee, or mediator had the info needed.	95%	115	87%	157	92%	142	87%	246	90%	222
19. The hearing was fair.	91%	111	84%	141	88%	139	85%	233	89%	212
20. Both sides at the hearing were treated the same.	90%	107	85%	145	89%	127	85%	223	86%	210

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3rd District										
Silver Summit										
1. The courthouse was easy to find.	92%	12	96%	28	83%	30	90%	41	93%	29
2. Parking was easy.	91%	11	96%	25	100%	30	95%	41	100%	29
3. I easily found the courtroom or office I needed.	100%	11	100%	28	100%	30	100%	41	93%	29
4. I felt safe in the courthouse.	92%	12	96%	27	100%	31	100%	41	100%	29
5. Security officers treated me with courtesy and respect.	92%	12	89%	28	100%	30	100%	40	100%	29
6. The forms I needed were easy to understand.	91%	11	88%	17	100%	19	84%	31	93%	15
7. The court met my needs for disability assistance.	100%	6	100%	9	100%	9	100%	18	100%	7
8. The court tries to remove language barriers	100%	8	94%	17	100%	12	90%	20	90%	10
9. The court's web site was useful.	88%	8	95%	20	89%	9	93%	15	100%	5
10. The court's hours made it easy to do my business.	91%	11	100%	26	94%	17	95%	41	93%	27
11. I finished my court business in a reasonable time.	91%	11	84%	25	79%	29	89%	38	96%	27
12. Court staff paid attention to my needs.	82%	11	92%	26	100%	26	97%	36	100%	28
13. I was treated with courtesy and respect.	100%	12	96%	28	96%	28	100%	40	100%	29
14. I am satisfied with my experience at the courthouse.	75%	12	93%	27	96%	27	97%	39	97%	29
15. I understood what happened in my case.	91%	11	90%	20	100%	24	94%	31	100%	19
16. I know what I should do next in my case.	82%	11	90%	20	100%	22	90%	29	100%	18
17. The judge, commissioner, referee, or mediator listened to all sides.	89%	9	95%	21	96%	25	96%	28	100%	20
18. The judge, commissioner, referee, or mediator had the info needed.	90%	10	91%	23	92%	25	96%	28	100%	20
19. The hearing was fair.	91%	11	90%	21	92%	24	88%	25	100%	16
20. Both sides at the hearing were treated the same.	100%	9	95%	20	96%	23	88%	25	100%	19

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3rd District										
Tooele										
1. The courthouse was easy to find.	100%	29	97%	58	97%	65	98%	88	98%	90
2. Parking was easy.	100%	29	96%	57	100%	63	99%	90	97%	89
3. I easily found the courtroom or office I needed.	100%	29	95%	57	100%	64	99%	88	98%	89
4. I felt safe in the courthouse.	100%	29	98%	57	98%	65	99%	90	100%	91
5. Security officers treated me with courtesy and respect.	97%	29	100%	57	97%	65	97%	89	100%	89
6. The forms I needed were easy to understand.	96%	24	95%	43	96%	47	93%	72	97%	70
7. The court met my needs for disability assistance.	100%	14	96%	24	93%	29	98%	43	94%	36
8. The court tries to remove language barriers	100%	16	93%	29	98%	47	94%	49	100%	46
9. The court's web site was useful.	100%	16	91%	22	93%	40	90%	39	91%	32
10. The court's hours made it easy to do my business.	100%	28	96%	52	94%	32	95%	82	90%	82
11. I finished my court business in a reasonable time.	100%	28	94%	53	90%	60	91%	88	89%	85
12. Court staff paid attention to my needs.	96%	28	94%	50	93%	61	92%	88	98%	81
13. I was treated with courtesy and respect.	97%	29	96%	57	94%	65	95%	84	99%	88
14. I am satisfied with my experience at the courthouse.	97%	29	93%	57	94%	63	91%	87	96%	89
15. I understood what happened in my case.	96%	24	95%	42	94%	47	93%	73	93%	68
16. I know what I should do next in my case.	96%	24	93%	42	94%	47	93%	71	98%	66
17. The judge, commissioner, referee, or mediator listened to all sides.	100%	20	92%	38	85%	41	93%	72	97%	65
18. The judge, commissioner, referee, or mediator had the info needed.	100%	21	92%	39	82%	44	95%	73	94%	67
19. The hearing was fair.	100%	20	92%	37	84%	38	94%	71	98%	60
20. Both sides at the hearing were treated the same.	100%	19	88%	34	86%	37	95%	61	97%	58

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3rd District										
West Jordan										
1. The courthouse was easy to find.	100%	70	100%	106	100%	95	100%	136	99%	108
2. Parking was easy.	96%	67	100%	100	97%	93	98%	135	100%	108
3. I easily found the courtroom or office I needed.	100%	70	99%	104	100%	94	98%	132	97%	107
4. I felt safe in the courthouse.	96%	71	99%	107	99%	96	99%	136	100%	108
5. Security officers treated me with courtesy and respect.	99%	70	95%	107	99%	94	99%	135	99%	109
6. The forms I needed were easy to understand.	100%	51	94%	82	91%	64	97%	95	96%	77
7. The court met my needs for disability assistance.	100%	25	95%	44	100%	37	100%	55	98%	42
8. The court tries to remove language barriers	97%	38	94%	52	100%	49	98%	81	100%	59
9. The court's web site was useful.	93%	40	92%	51	92%	52	95%	64	98%	46
10. The court's hours made it easy to do my business.	94%	64	96%	96	93%	42	96%	118	93%	98
11. I finished my court business in a reasonable time.	96%	68	97%	99	94%	89	93%	124	92%	105
12. Court staff paid attention to my needs.	97%	65	96%	95	94%	88	97%	121	97%	106
13. I was treated with courtesy and respect.	96%	69	96%	101	97%	95	99%	133	97%	109
14. I am satisfied with my experience at the courthouse.	93%	69	93%	102	96%	90	98%	131	96%	108
15. I understood what happened in my case.	92%	52	95%	87	97%	77	97%	97	96%	90
16. I know what I should do next in my case.	96%	50	93%	83	97%	75	97%	91	93%	91
17. The judge, commissioner, referee, or mediator listened to all sides.	91%	57	95%	79	96%	71	96%	104	94%	84
	91%	57	94%	77	92%	74	94%	103	95%	87
18. The judge, commissioner, referee, or mediator had the info needed.										
19. The hearing was fair.	88%	51	94%	69	95%	66	95%	98	92%	83
20. Both sides at the hearing were treated the same.	83%	53	88%	68	94%	64	92%	95	90%	82