

**State of Utah
Administrative Office of the Courts
Public Trust and Confidence Survey**

Report of Findings

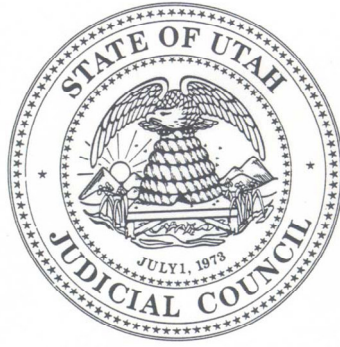
July 19 – August 6, 2012

Conducted by

Opinion *Works*

Research & Communications in the Public Interest

20 Ridgely Avenue • Suite 204 • Annapolis • Maryland 21401
(410) 280-2000 • fax: (410) 280-3400 • www.OpinionWorks.com



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Overview of This Survey Project

The State of Utah Administrative Office of the Courts commissioned OpinionWorks to conduct a public survey of Utah residents to determine the level of public trust and confidence in the Utah State Courts. The results of that survey are detailed in the report that follows.

For this survey, OpinionWorks interviewed 800 randomly-selected adult residents of Utah by telephone July 19 – August 6, 2012. The interview averaged 12 minutes in length. Interviews were conducted in both English and Spanish to achieve the most representative sample possible of the State's residents.

A sample of this size produces a maximum margin of sampling error of $\pm 3.5\%$ at the 95% confidence level. This means that, if every adult citizen of Utah had been interviewed, the true results would fall within that range at least 95% of the time. Interviews were conducted in both English and Spanish to achieve the most representative sample possible of Utah's adult population.

A similar study was conducted for the Utah State Courts in 2006. Where possible in the report that follows, results from that prior survey have been compared to the attitudes and experiences of Utahns today as reflected in the current study.

Survey Findings

Confidence in Utah Institutions

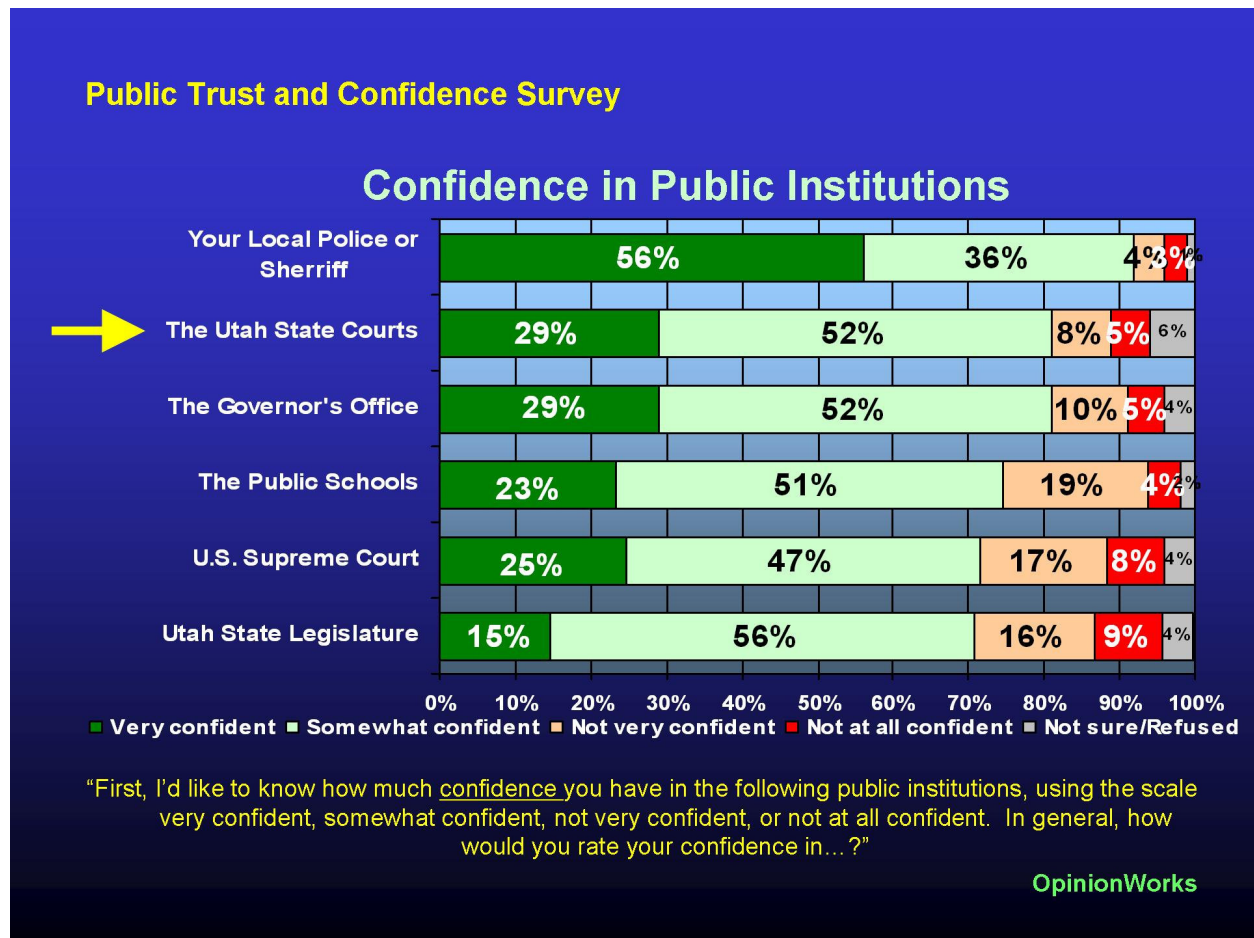
The survey measured the level of confidence the public has in six key institutions:

- The public schools,
- Your local police department or county sheriff,
- The U.S. Supreme Court,
- The Utah State Courts,
- The Utah State Legislature, and
- The Governor's Office

Each institution was rated on the scale very confident, somewhat confident, not very confident, or not at all confident.

Among these six institutions, the highest confidence rating given by the public is for their local police or sheriff. More than half (56%) offered the highest rating on the scale, "very confident." Another 36% are "somewhat confident" in their local police or sheriff, for a total of 93% who have confidence. (Note that occasionally numbers may not appear to add correctly due to issues of rounding.)

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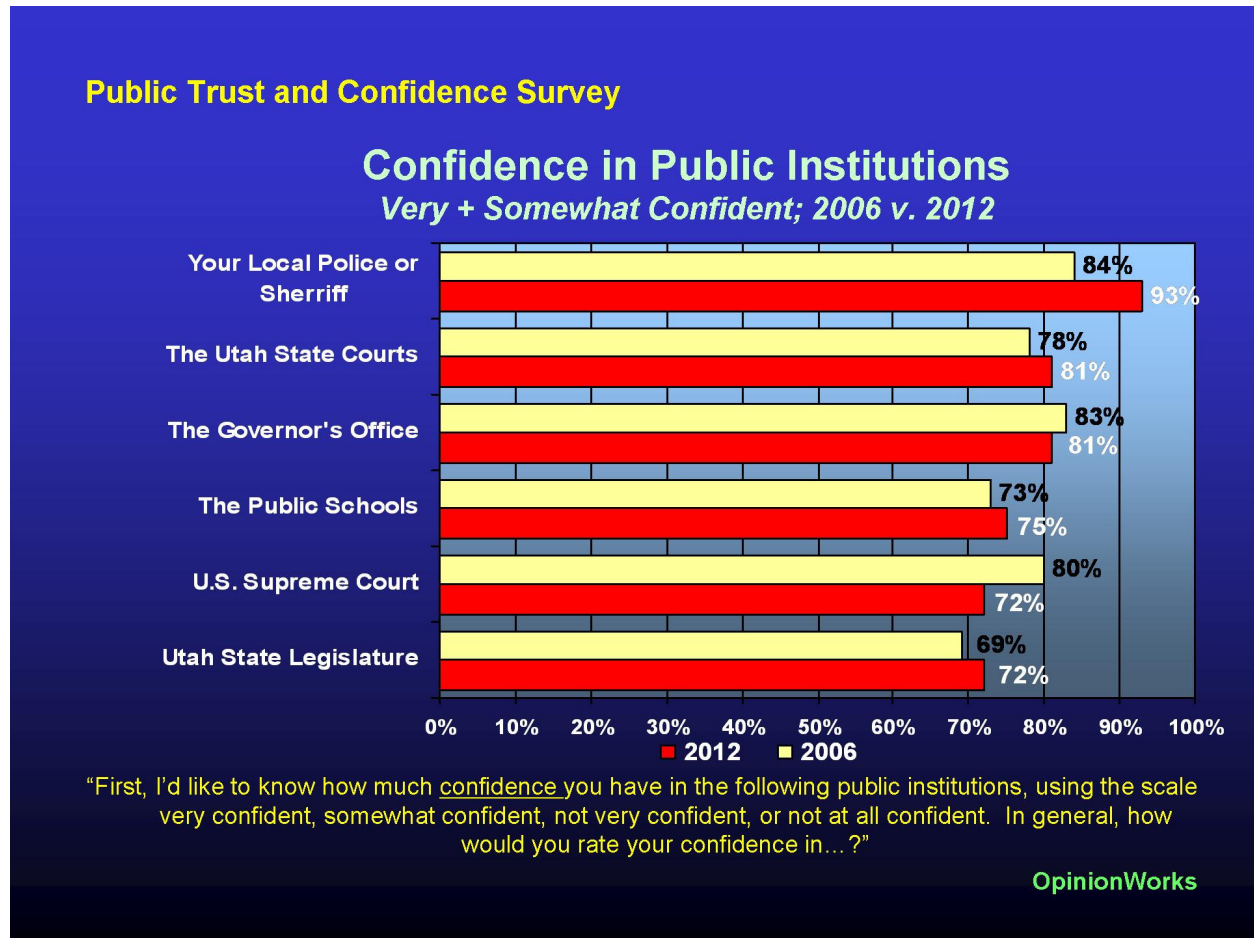
The Utah State Courts received an overall confidence rating of 81%, with 29% of the public very confident and 52% somewhat confident. That is a tie with the Governor's Office, which received an identical 81% rating.

Confidence in the State Courts rose the highest among the best-educated Utahns, with 89% of those with a graduate degree saying they are confident. Employed Utahns (83% confident) have much higher confidence in the Courts than those who are unemployed (62% confident). Taken together, these factors suggest that there may be a socio-economic aspect to public confidence in the Courts.

Following slightly behind are the public schools, with 75% confidence overall (23% very confident, 51% somewhat confident), and the U.S. Supreme Court with 72% confidence overall (25% very confident, 47% somewhat confident).

The Utah State Legislature is the lowest on this list with 72% confidence, of which 15% are very confident and 56% are somewhat confident.

Though rated the lowest of these six institutions, there is independent evidence that the Utah Legislature's rating is quite high compared with most other states. According to a 2009 study by the University of Michigan, the Utah State Legislature was among the four highest-rated state legislatures in the country based on publicly-available polling information from all 50 states.



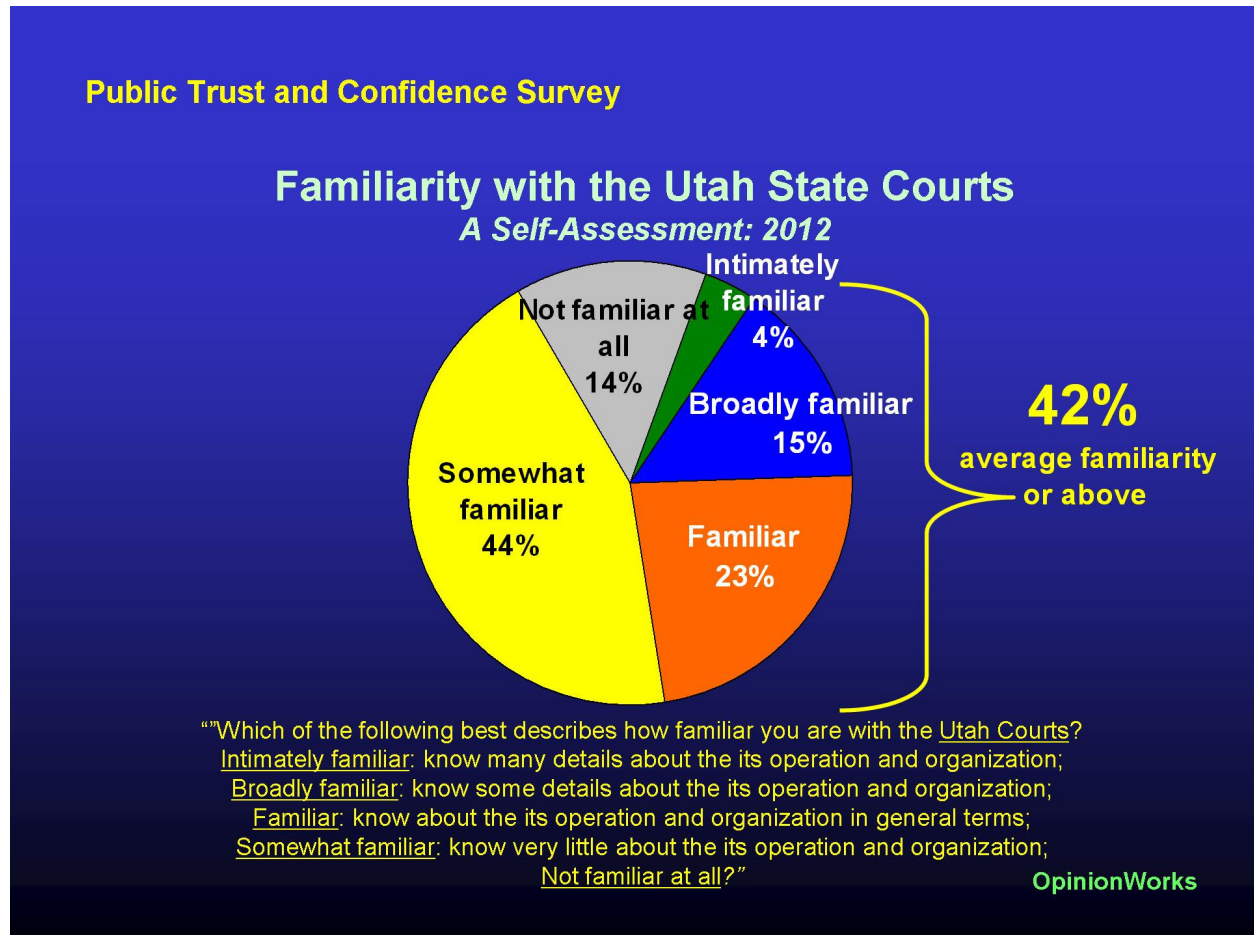
Comparing the trend in these ratings from 2006, confidence in the State Courts has edged higher. The chart above combines the top two confidence ratings of very confident and somewhat confident. For the Utah State Courts, that combined rating rose from 78% in 2006 to 81% in 2012.

The largest increase in confidence was for the local police and sheriff, which increased from 84% to 93% over those years. Also increasing, though only marginally, was confidence in the public schools, moving from 73% to 75%, and confidence in the Utah State Legislature, increasing from 69% to 72%

Decreasing in confidence only slightly was the Governor's Office, moving from 83% in 2006 to 81% in 2012. A much larger decrease in confidence was experienced by the U.S. Supreme Court, moving from 80% to 72%.

Familiarity with the Courts

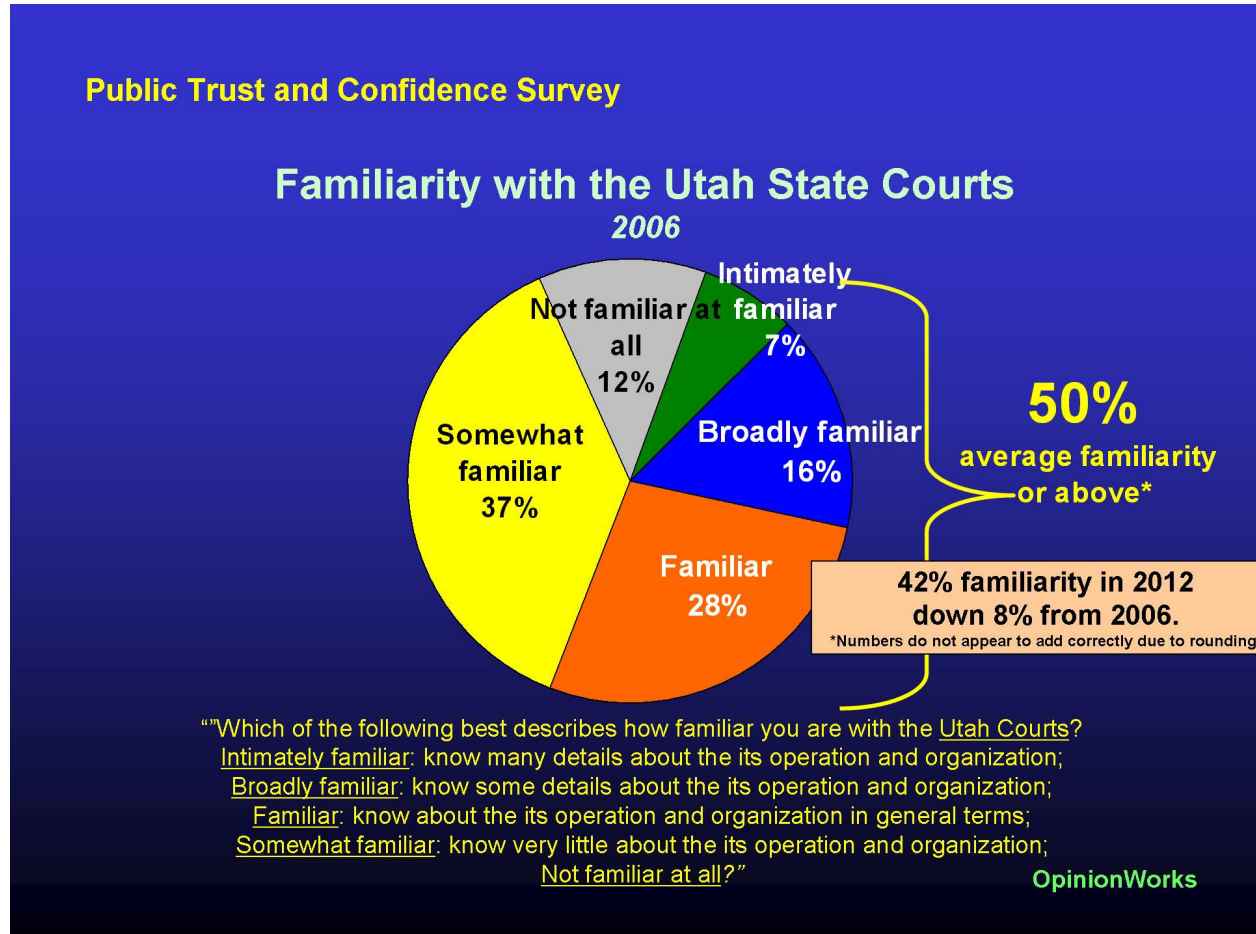
Familiarity with the Utah State Courts stands at 42% today. That measure combines the top three categories on a five-point scale of familiarity, which survey respondents used to assess their own feelings of familiarity with the Courts. The full question wording is found beneath the chart in the graphic below.



Familiarity with the Utah State Courts is somewhat higher among these groups, compared to the overall number of 42%:

- Residents under age 35 (44% familiar)
- Age 35 to 49 (48%)
- Household income over \$75,000 annually (53%)
- Graduate degree (56%)
- Have direct Court experience during the last eight to ten years (60%)

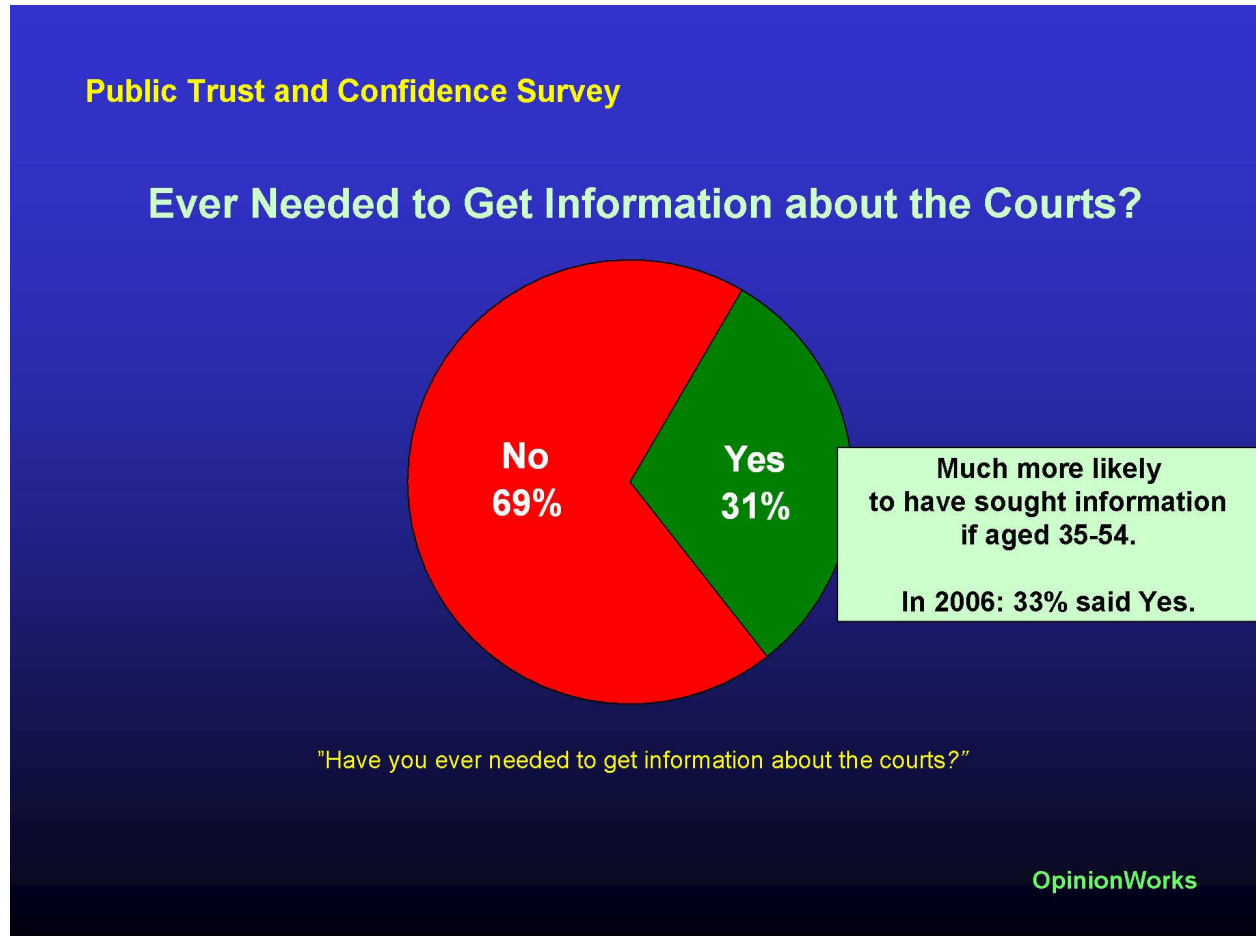
Comparing current familiarity numbers with those collected in 2006, it appears that familiarity with the Courts has decreased by 8% over those six years. The category “intimately familiar” has decreased from 7% to 4%; “broadly familiar” has declined from 16% to 15%, and “familiar” has dropped from 28% to 23%. (Note that numbers may not always appear to add correctly due to rounding.)



Seeking Information about the Courts

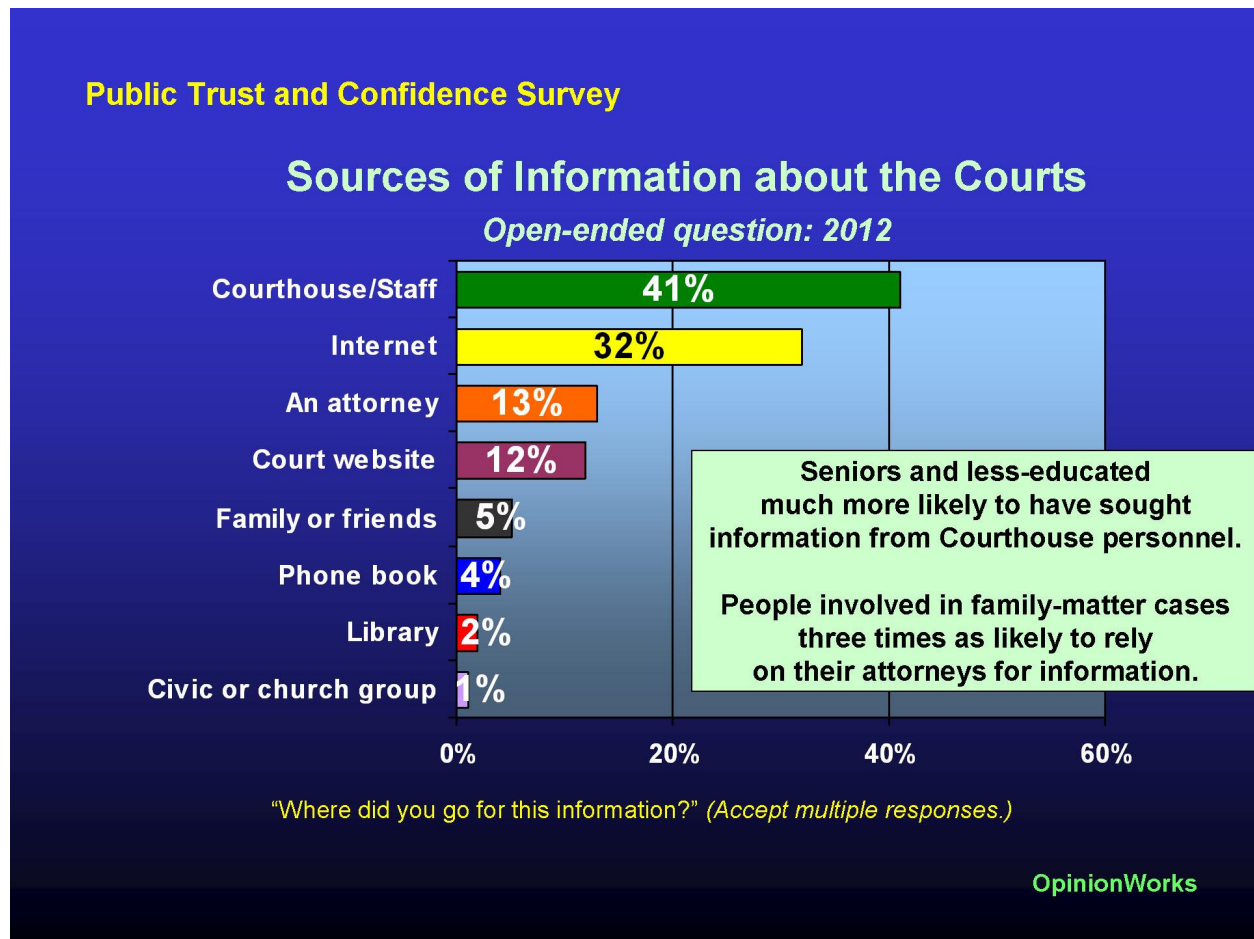
In terms of information-seeking, almost one-third of the public (31%) said they have “needed to get information about the Courts.” That number is nearly identical to the 33% who said so in 2006.

Demographically, there are few significant differences in the percentages who may be seeking information among the various subgroups within the state’s overall population. The exceptions are younger residents and seniors who are somewhat *less* likely to seek information about the Courts: 25% of those under age 35, and 23% of those 65 and older have sought information.



Those who sought information about the Courts are most likely to have looked directly to personnel in the courthouses, compared to other sources they may have consulted. Overall, 41% of those who were looking for information about the Courts found it that way.

The percentage who sought information directly from courthouse personnel rose further for three significant groups: seniors, Hispanics, and people with only a high school diploma or less. Compared to 41% overall, 62% of seniors, 56% of Hispanics, and 48% of the high school-educated sought information this way.



About one-third (32%) of those who were looking for information looked on the Internet, and 12% mentioned the Courts' website specifically.

Thirteen percent (13%) mentioned an attorney as their source of information, a number that jumped to 44% of those who experienced a court action that involved a family matter.

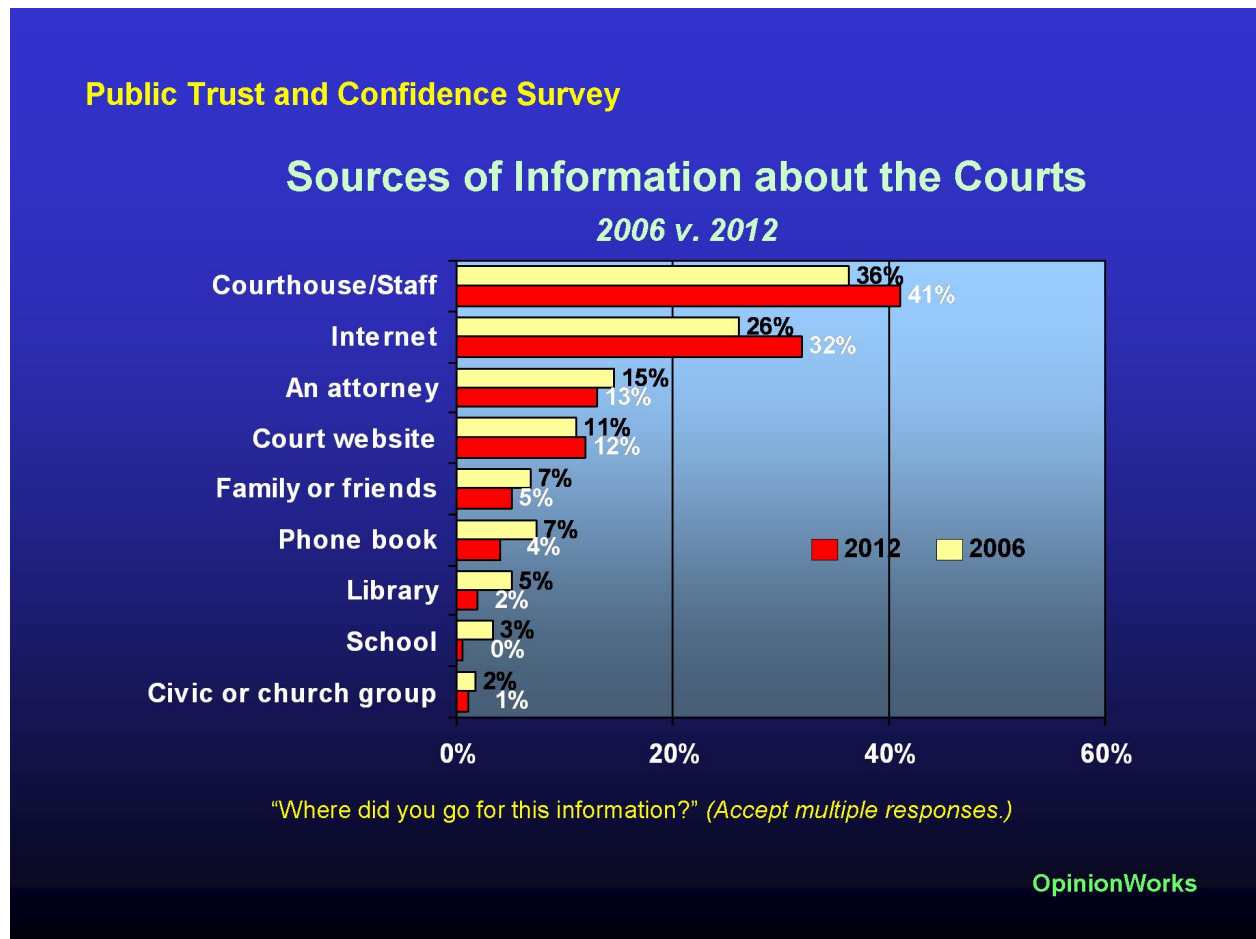
Family and friends (5%), the telephone book (4%), the library (2%), and a church or civic group (1%) were mentioned occasionally as well as sources of information about the Courts.

Note that this question was asked open-ended, without answer choices being read to the respondents. They were allowed to mention as many sources of information as they wanted.

Looking at the trend since 2006, one can see that personal interactions with courthouse personnel are up five percentage points from 36% to 41% as a primary source of information.

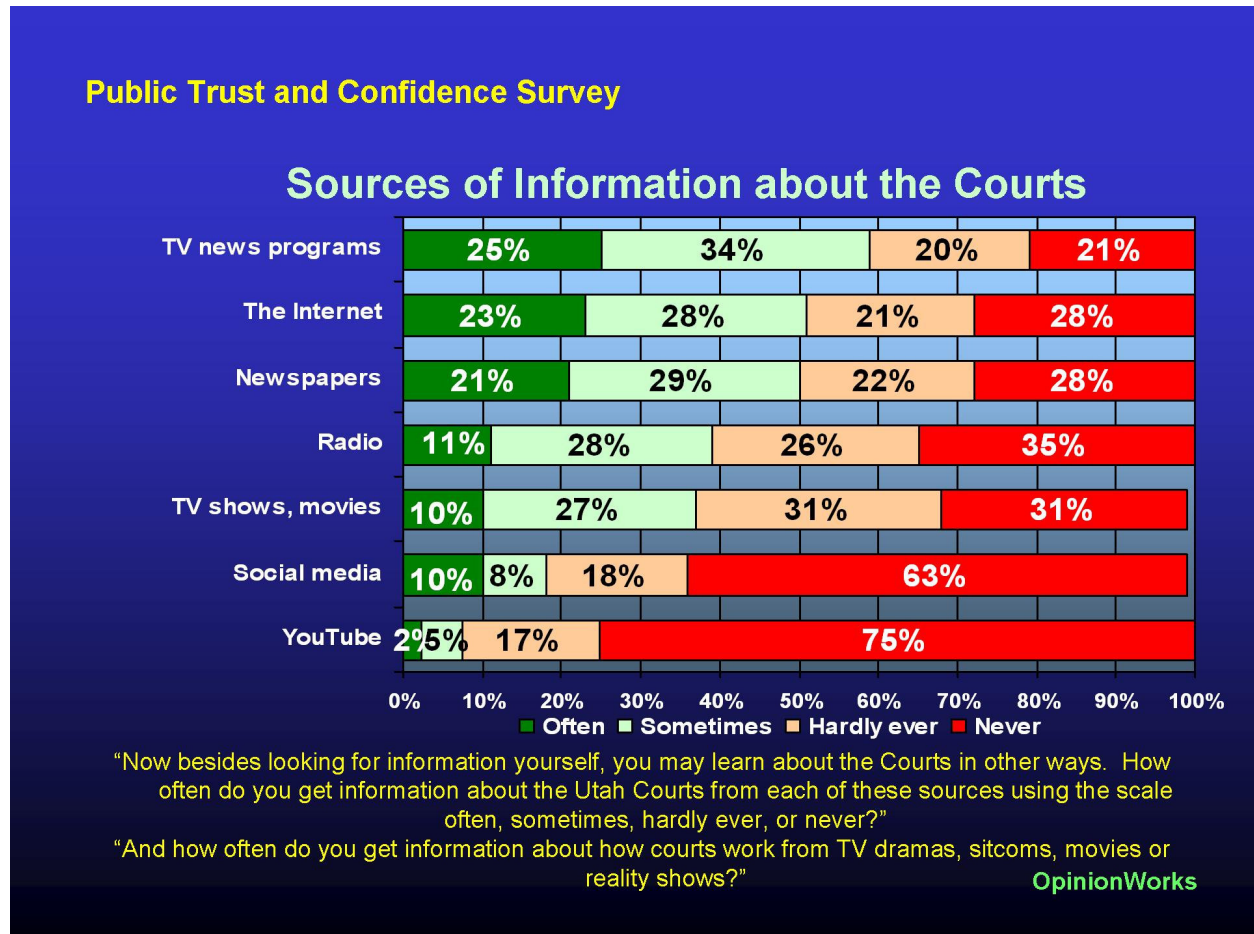
Also increased (naturally) is the Internet, from 26% in 2006 to 32% in 2012, and the Courts' own website from 11% to 12%.

All other sources of information are down slightly compared to 2006, as reflected in the chart below.



Sources of information were measured again through a series of closed-ended questions. In other words, seven possible sources of information were read to the respondents, who were asked to say how often they get information about the Utah Courts from each of those sources, using the scale often, sometimes, hardly ever, or never.

TV news programs, the Internet, and newspapers/news magazines rated as the most frequently-used information sources, as detailed in the chart below.



Television news is relied upon “often” by 25% of the public, and “sometimes” by 34%, for a total of 59%. But there is a significant age skew to television news viewing, according to this survey. While 78% of seniors rely on TV news programs often or sometimes for information about the Courts, that number drops steadily the younger one is, to only 49% of those under age 35.

Newspapers and news magazines also tilt somewhat towards an older population. While 41% under age 35 rely on them for court information, 64% of seniors do. There is also an educational skew, with 62% of those with graduate degrees relying on newspapers and news magazines, compared to only 45% of those who started but never completed college.

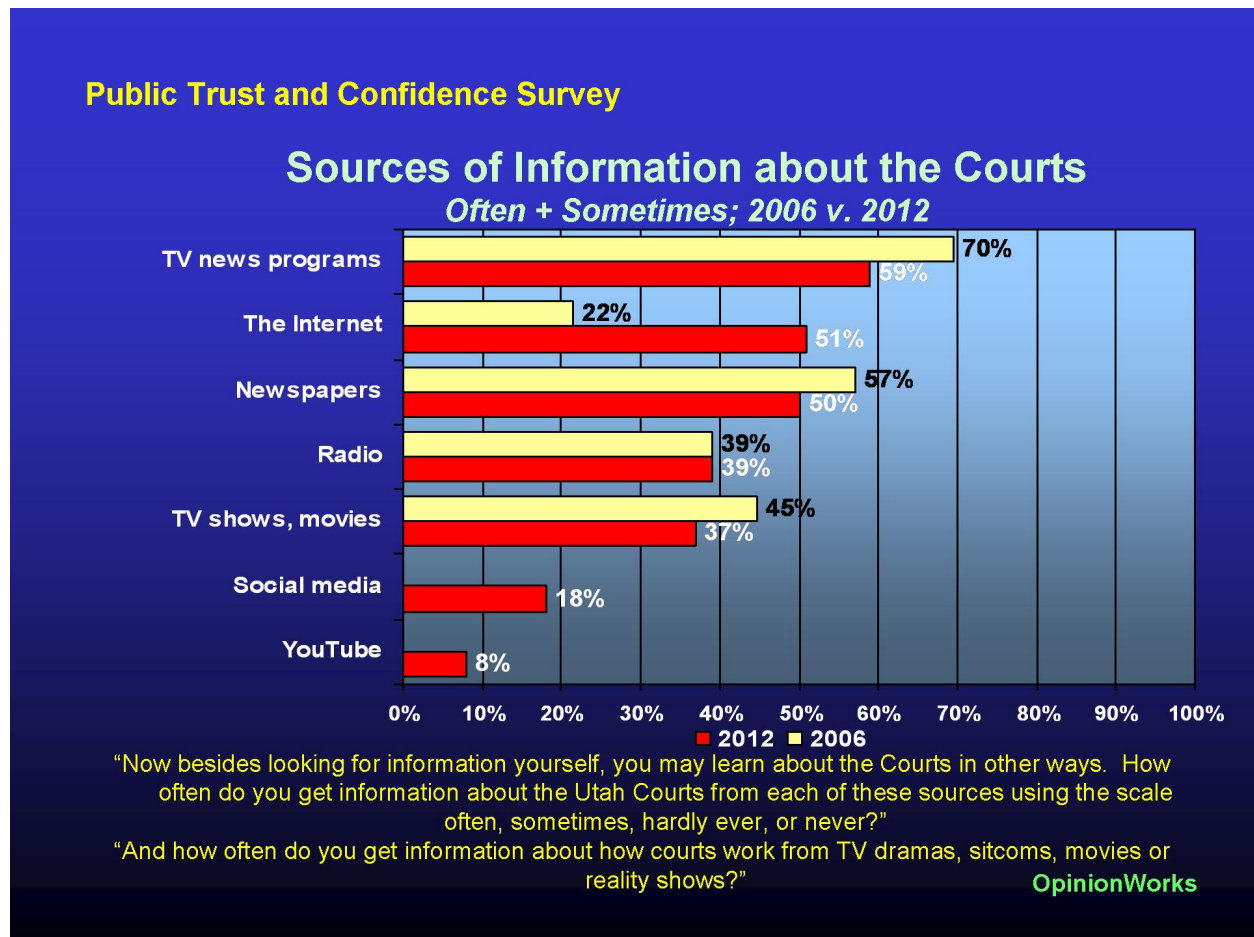
Not surprisingly, the Internet shows the opposite age skew, with 60% of citizens under age 45 relying on the Internet for court information often or sometimes, compared to only 28% of seniors. The Internet also shows some socio-economic skewing, with the best-educated (64%

of those with a graduate degree) and the employed (59%) relying more heavily on the Internet than others in society.

Radio is less important, with 39% relying on that medium often or sometimes for this information. Fictional or reality TV programs often or sometimes provide 37% of the public with information “about how courts work.”

“Social media like Facebook” and YouTube are much less-used, with 63% and 75% respectively saying they “never” use them. Naturally, both YouTube and social media are used much more heavily by younger people, and also are more than twice as likely to reach non-white residents of the State.

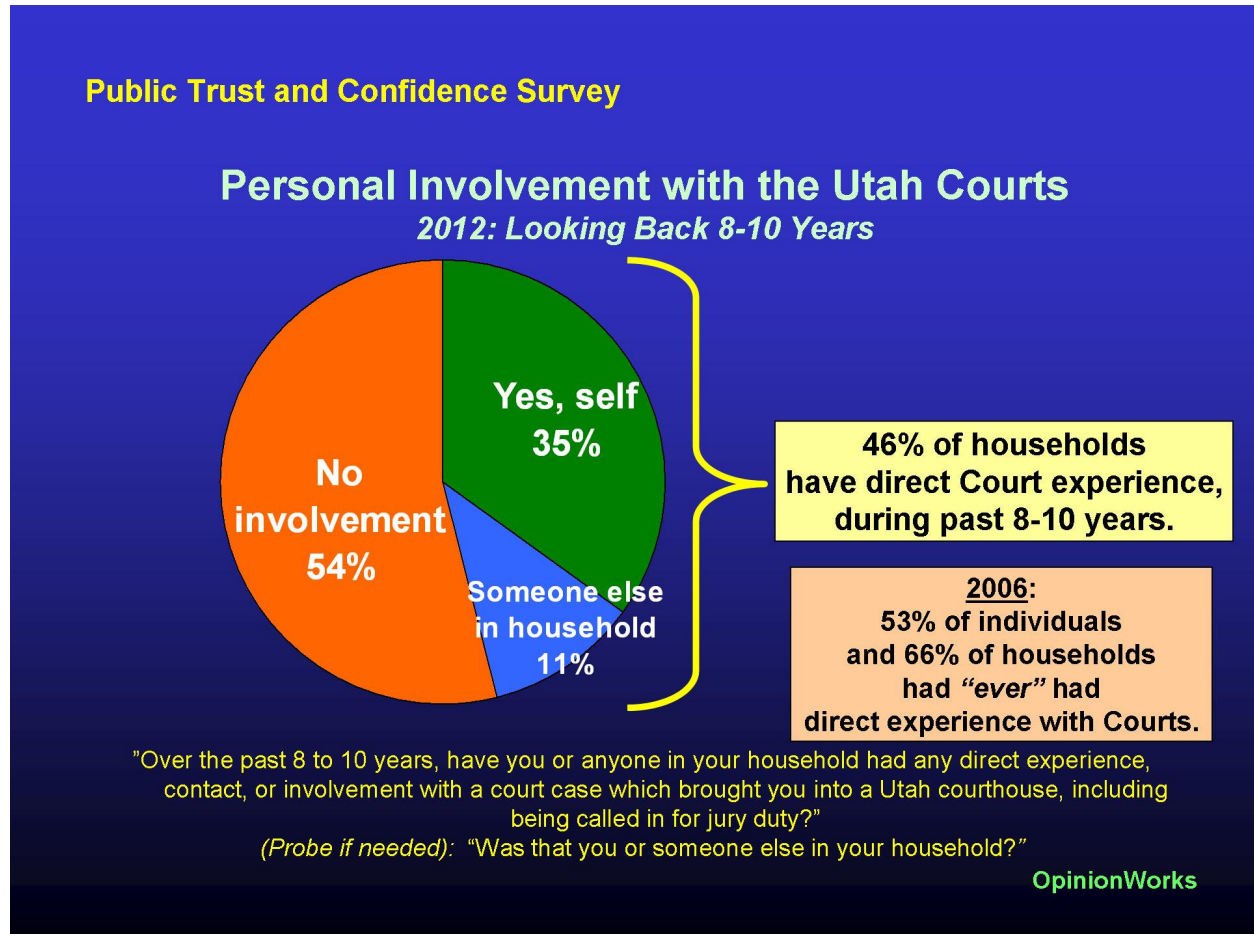
Measured in this closed-ended series of questions, as illustrated in the chart below, reliance on the Internet has exploded over the past six years from 22% to 51% of the public. Social media and YouTube were not measured in 2006 on this survey. All other sources of information are flat or slightly lower.



Experience with the Courts

Over the past eight to ten years, 46% of the state's households have had direct experience with a case in the Utah Courts system, bringing someone in the household into a Utah courthouse. One-third of the public (35%) have had direct court experience *themselves*.

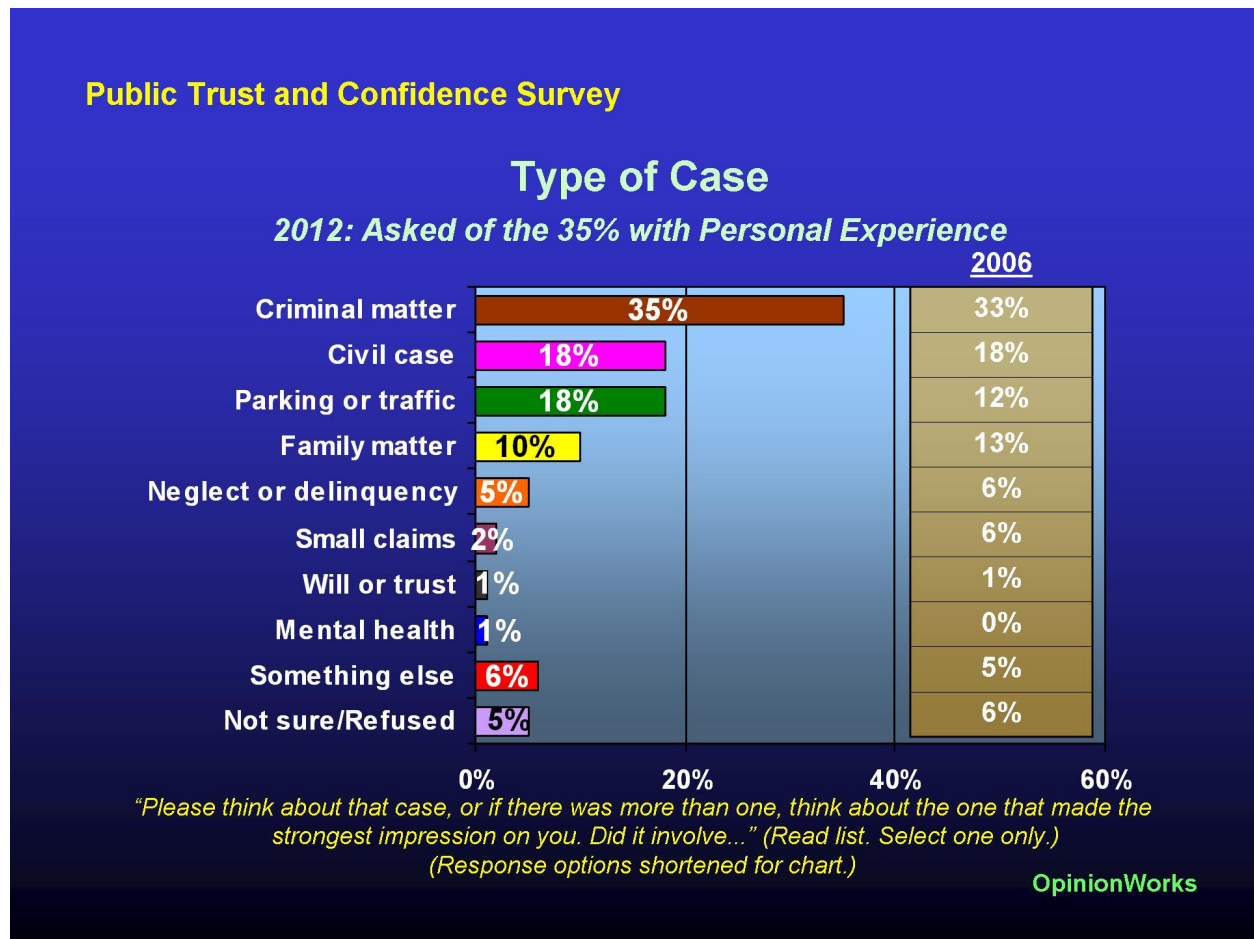
Over those years, slightly over half (54%) of the households and almost two-thirds (65%) of the individuals have *not* had direct experience with the Utah Courts.



In 2006, the question was asked somewhat differently. Then, 53% of individuals and 66% of households had *ever* had Utah Court experience.

The 35% of the survey sample with direct Utah Courts experience were asked what kind of a case it was. If they had been involved in more than one court matter, they were asked to think about the one that made the greatest impression on them.

The largest percentage of them (35%) said they were involved with a criminal matter. Civil cases and parking or traffic matters were next, each at 18%. Family matters followed at 10%, and a number of other types of cases followed at lower frequencies. The full list is detailed in the chart below.



The proportion of cases was similar in 2006 as shown above, with only minor differences such as slightly fewer parking and traffic cases, and slightly more family matters and small claims cases.

In terms of their own role in the case, most participants were jurors or defendants. Forty-four percent (44%) were jurors or prospective jurors, with 21% serving as jurors or alternates, and another 23% called for jury duty but not serving. Twenty-three percent (23%) were defendants, with almost half of those dealing with a parking or traffic issue.

Beyond those categories, 7% were a witness in their case, 5% were the party filing a suit, 5% were being sued, and 3% said they were a victim.

Of the 12% who gave other answers, most were friends or family members giving support to people more directly involved in those cases, or they were in the courthouse just to observe.

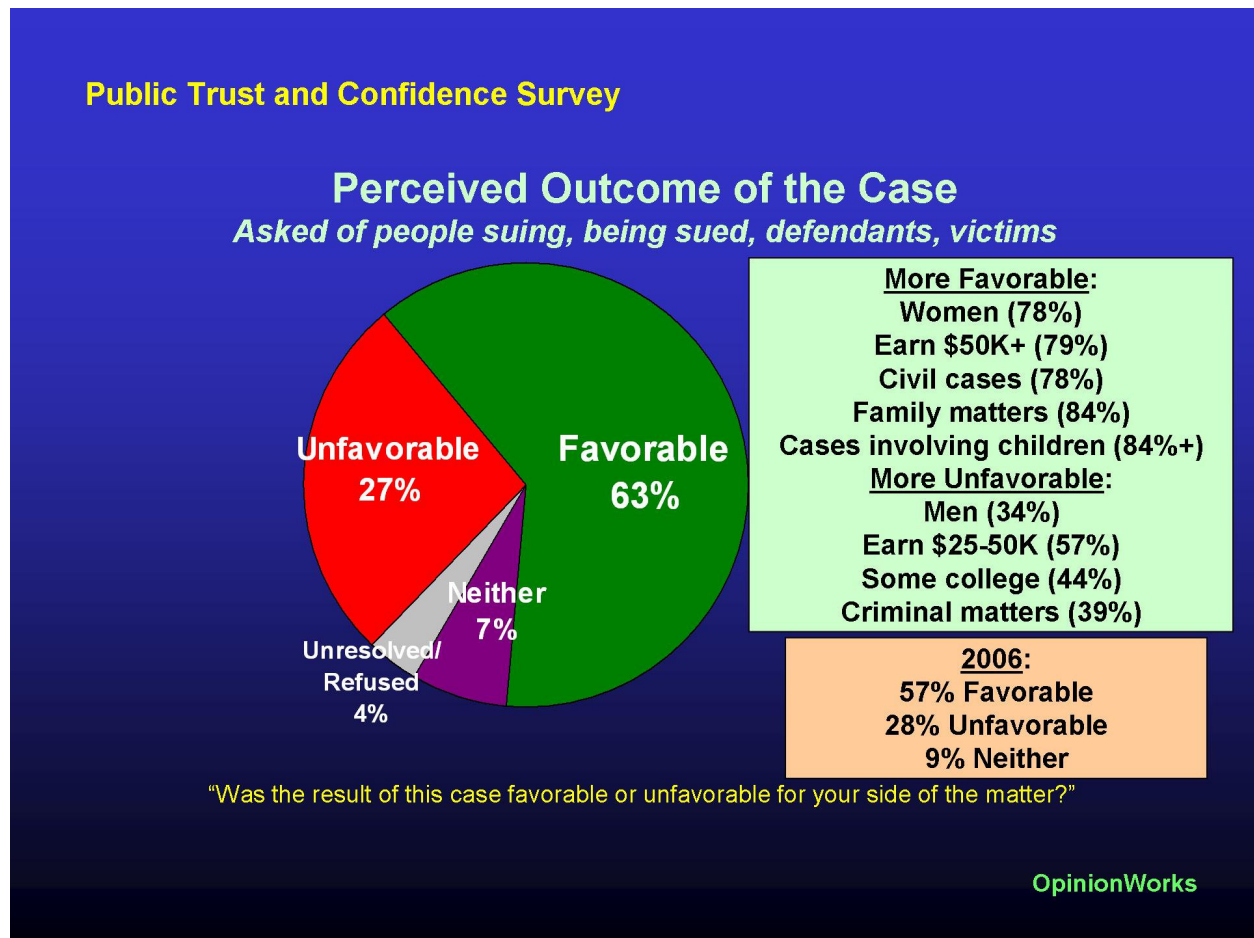


The 2006 data show some significant differences in the roles survey respondents played in their cases, as detailed in the table above. The 2006 survey identified more witnesses, plaintiffs, and victims, and fewer jurors and defendants. One possible explanation for these differences was the fact that the pool of people in was 2006 were those who had ever been involved in a court case, compared to people in the 2012 survey who had been involved in a case more recently.

Case Outcome

Among people who had a stake in their court case – in other words people suing, being sued, defendants, and victims, almost two-thirds (63%) said the case had a favorable outcome for their side. Twenty-seven percent said the outcome was unfavorable, while 7% said the outcome was neither favorable nor unfavorable, and 4% said the matter was unresolved.

As measured in 2006, slightly fewer (57%) reported a favorable case outcome. The percentage reporting an unfavorable outcome in 2006 was nearly identical to what it is in 2012 at 28%.



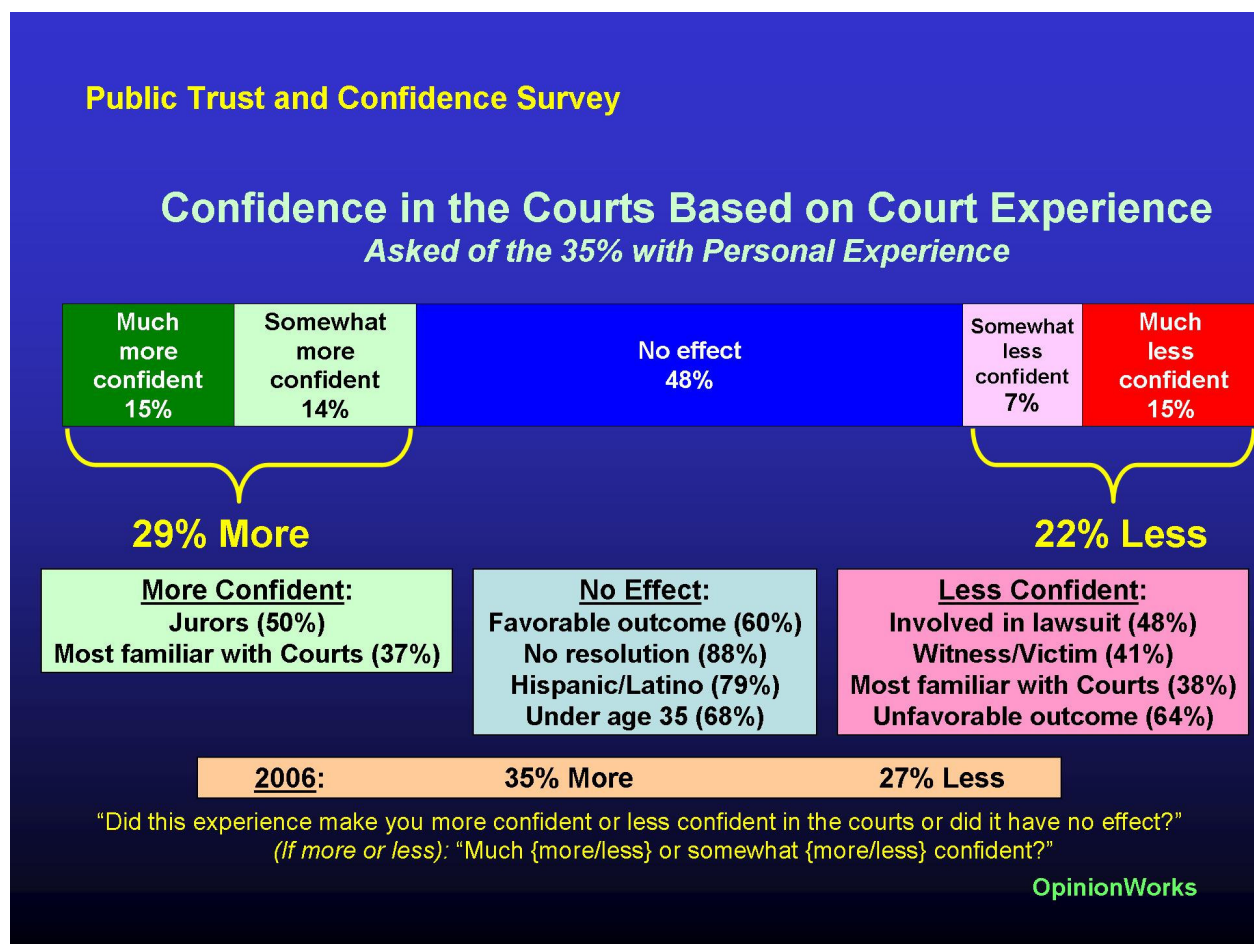
Based on the 2012 data, several groups are more likely to report a favorable case outcome. Compared to the overall favorable number of 63%, the more favorable groups are:

- Women (84%)
- People in households earning over \$50,000 annually
- People involved in a civil case (78%) or a family matter (84%)
- For cases involving children, 100% of those surveyed reported a favorable outcome – a percentage that is undoubtedly somewhat overstated and attributable to survey sampling error.

While 27% of people overall reported an *unfavorable* case outcome, more unfavorable than average were men (34% unfavorable) and people involved in criminal matters (39%). And while people at the lowest socio-economic levels reported generally favorable case outcomes, people in the *next* lowest categories of both income and education reported much higher unfavorable numbers.

Impact of Court Experience on Confidence

All-in-all, based on their court experience, 29% of people became more confident in the Courts and 22% became less confident, while 48% said the experience had no effect on their confidence in the Courts. Stratifying those numbers further, 15% became *much more* confident in the Courts, and 15% became *much less* confident; 14% became *somewhat more* confident and 7% became *somewhat less* confident.



Court experience had notable impacts on these subgroups:

- Growing more confident than the norm were jurors, with 50% saying they became more confident in the Courts as a result of their experience.
- People with the highest levels of familiarity with the Courts, in other words those who said they were “intimately” or “broadly” familiar with the Courts, were more likely than the norm to become more confident as a result of their experience (37%). But this

knowledgeable group also became *less* confident than the norm, with 38% becoming less confident.

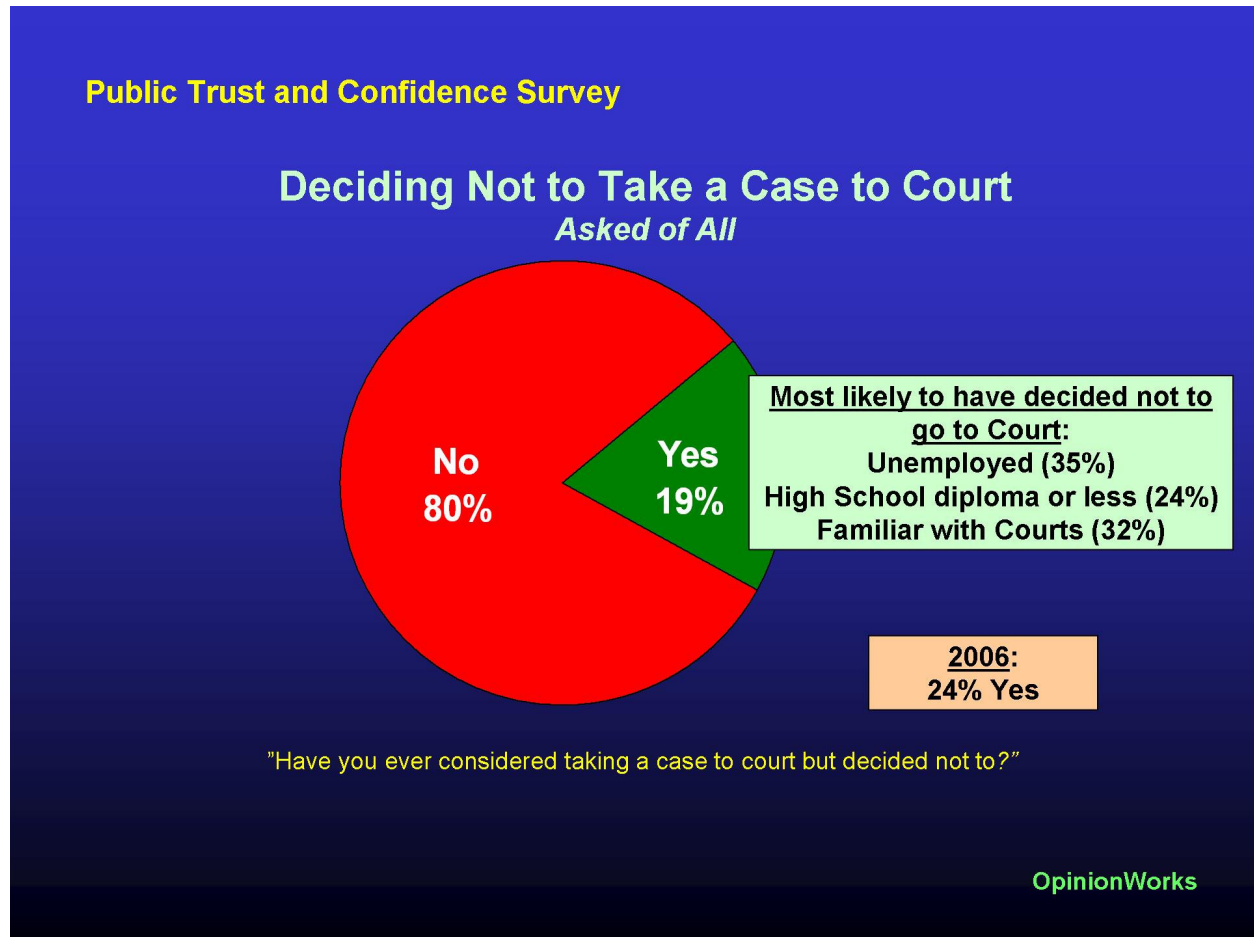
- Two other groups that lost confidence in high numbers were people involved in lawsuits (48% becoming less confident), and witnesses or victims (41%).
- Not surprisingly, people who felt their case outcome was unfavorable saw their confidence in the Courts diminish in much larger than average numbers; 64% of them said they had less confidence in the Courts, with almost all of those (57%) saying they had *much* less confidence.
- Conversely, 60% of those who saw their case outcome as favorable said it had *no impact* on their confidence in the Courts. So while a negative case outcome significantly decreases confidence, a positive case outcome does not significantly increase confidence.
- If a case remains unresolved, 88% said the experience had no impact on their confidence in the Courts.
- Also experiencing little change in confidence were Hispanics, of whom 79% said their experience had no impact on their confidence in the Courts, and people under age 35 (68%).

Looking at the 2006 numbers, though more people said their court experience affected their confidence in the Courts, the relative impact was similar with more people gaining confidence (35%) than losing it (27%).

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Barriers to Court Access

One in five Utahns (19%) said they have in the past considered taking a case to Court and decided not to do so. The number was similar but somewhat higher in 2006 (24%).



Suggesting a socio-economic aspect to this decision, more likely than average not to take a case to court are the unemployed, with 35% having decided not to do so, and Utahns with only a high school diploma or less (24%).

While only 5% of Hispanics have decided not to take a case to court, that number is 39% for other non-white residents.

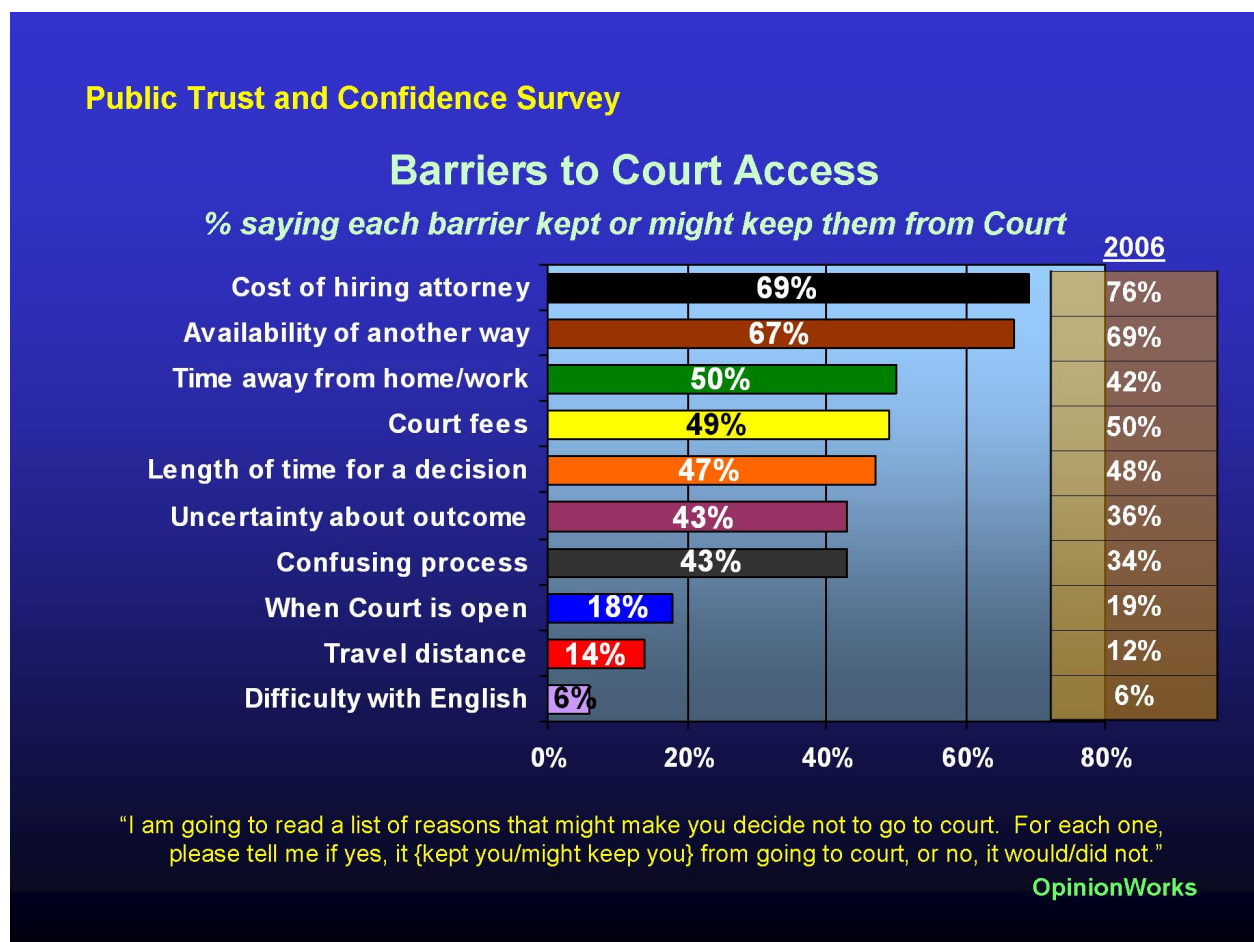
This number is also higher than average among those who consider themselves at least somewhat familiar with the Courts (32%).

The survey explored the barriers that might keep people from taking matters to Court. All respondents were asked to evaluate a list of possible barriers. Those who had decided not to take a case to Court were asked if each barrier “kept you from going to Court;” the rest were asked if it “might keep you from going to Court.”

Cost emerged as a major factor, with 69% saying the cost of hiring an attorney is a barrier for them, and 49% mentioning court fees.

Also very important, 67% said the availability of another way to solve their problem kept or might keep them from going to Court. Presumably, these people might be looking for an easier or less costly way to resolve their matter rather than Court.

Reflecting another cost issue, whether literally a financial cost or the cost of their time, 50% said time away from work or home might keep them from going to Court.



Two process issues, the length of time it might take for a decision (47%) and a process that people find confusing (43%) were next on the list.

Uncertainty about the outcome is a factor for 43%, suggesting that as people make a cost vs. benefit calculation for going to Court, uncertainty of outcome plays a major role.

The Courts' hours and location are a factor for far fewer people. Hours and days of availability are a factor for 18% of the public, and travel distance affects 14%.

Difficulty with speaking, reading or understanding English is a barrier for 6% overall, though 17% of Hispanics and 24% of other non-whites said so

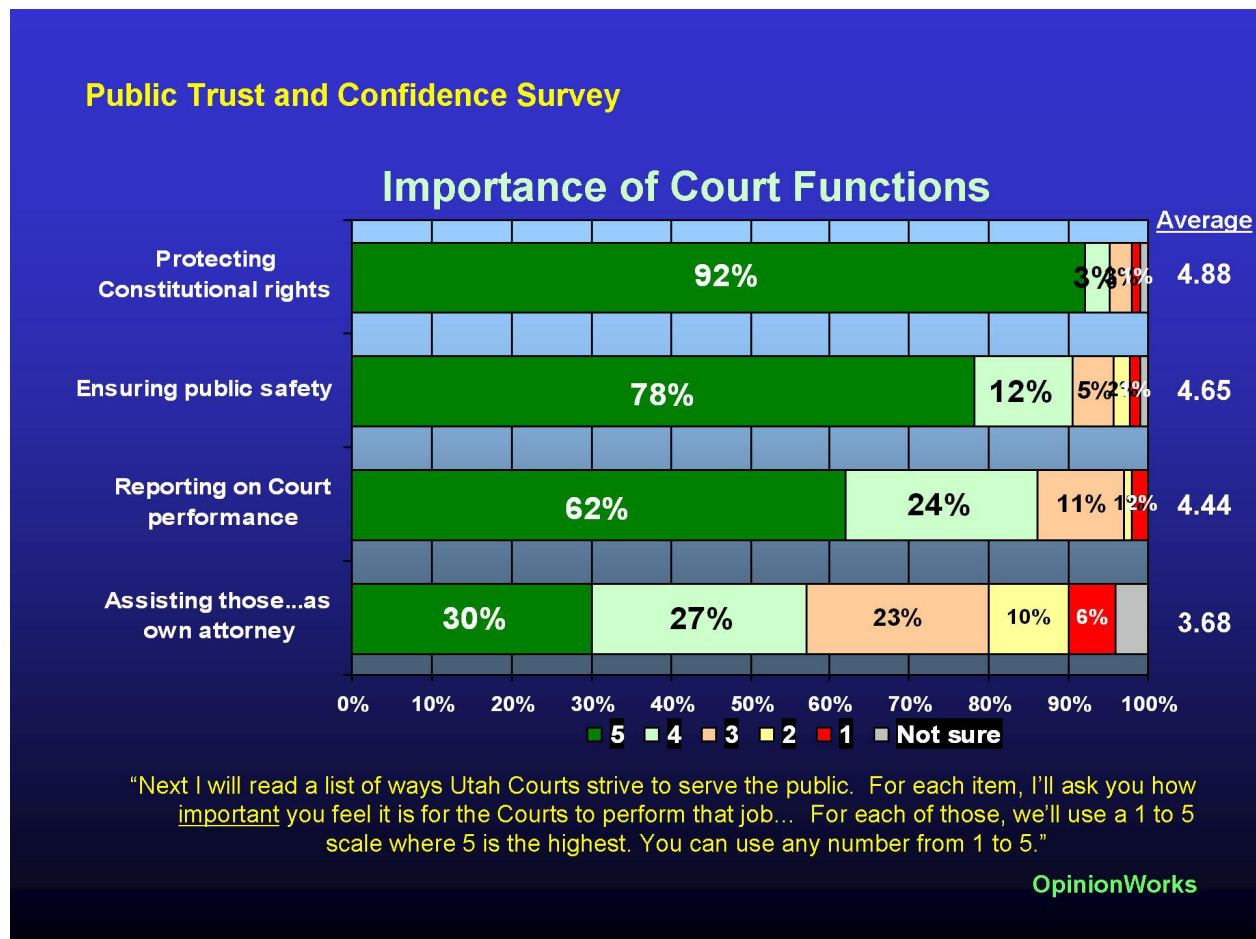
While the specific percentages for these barriers varied somewhat in 2006 as noted in the table on the previous page, the relative importance of each barrier was similar, with cost emerging then and now as the greatest barrier to court access.

Importance of Court Functions

The survey measured the importance to the public of four functions of the Utah State Courts:

- Protecting the constitutional rights of everyone,
- Ensuring public safety,
- Assisting those who want to act as their own attorney in Court, and
- Reporting regularly to the public on the Courts' performance.

Each of these was assessed on a 1 to 5 scale of importance, where 5 was the highest. The numbers are summarized in the chart below.



Protecting the constitutional rights of everyone resonated as the most important of these priorities, with 92% giving that role the highest rating of “5.” Overall, the average score for this priority among all survey respondents was 4.88.

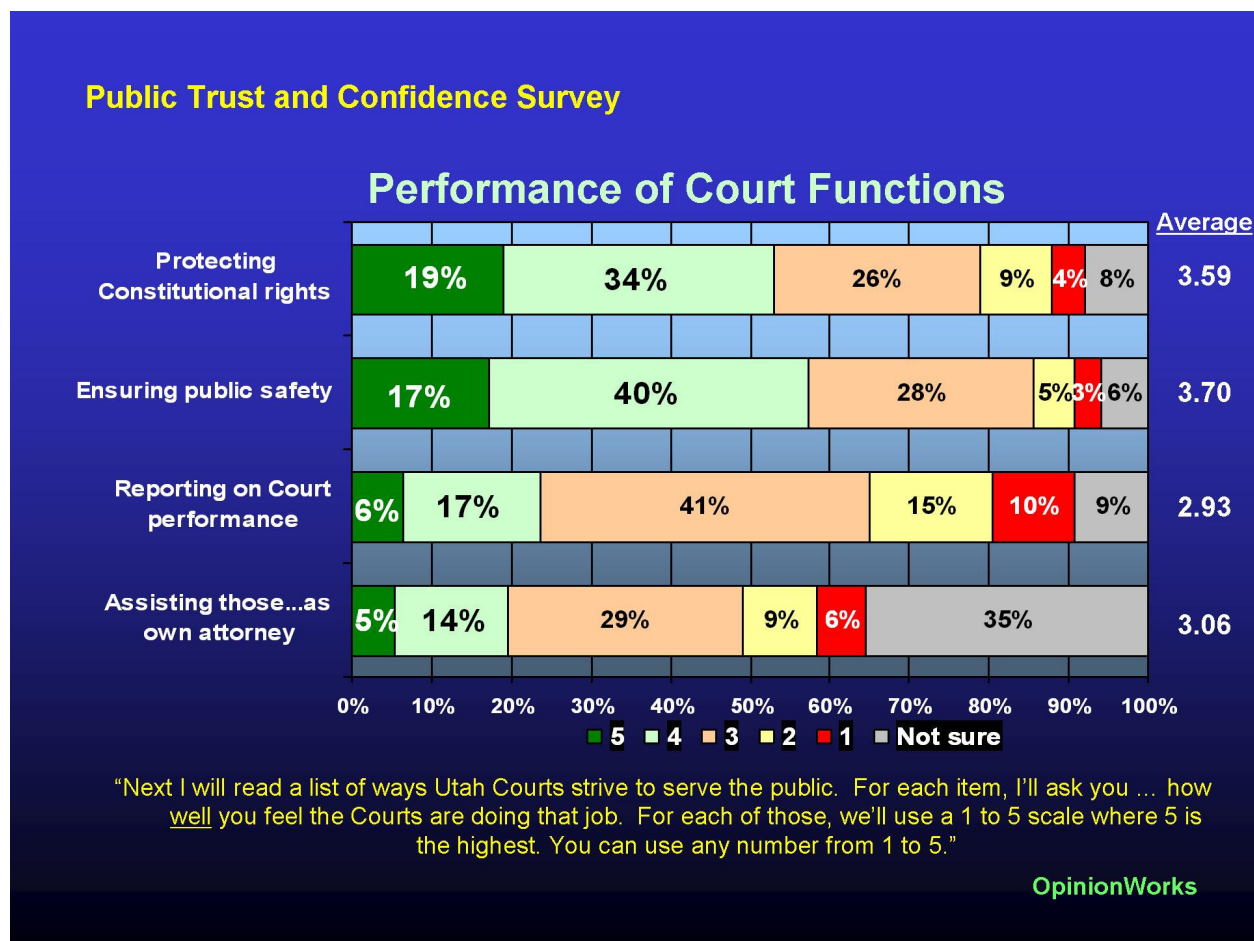
Ensuring public safety was a close second, with 78% giving that priority the top rating of “5.” Another 12% rated this role of the Courts the next-highest rating of “4,” for an average overall of 4.65.

The public is interested in hearing about the Courts’ performance, with 62% giving this priority a “5,” and 24% a “4,” for an average of 4.44.

Much lower-rated for importance is the priority of assisting those who want to act as their own attorney. Thirty percent rate this priority a “5,” 27% a “4,” and 23% a “3,” for an average of only 3.68. While above the median of 3.00 on this scale, this priority is nonetheless notably lower than the others in the public’s mind.

Performance of the Courts on these Functions

Survey respondents were then asked to rate the performance of the Utah Courts on each of these four functions on the same 1 to 5 scale, in terms of “how well you feel the Courts are doing that job.” Results are summarized in the chart below.



Highest-rated by the public is the Courts' role of ensuring public safety. Seventeen percent rate the Courts performance on that priority a "5," 40% a "4," and 28% a "3," for an average rating of 3.70.

Next-highest rated and close behind is the Courts' role of protecting the constitutional rights of everyone. On this priority, 19% of the public rates the Courts' performance a "5," 34% a "4," and 26% a "3," for an average of 3.59.

Performance on the other two priorities rates at or near the median of 3.00.

- Twenty-three percent (23%) rated the job the Courts are doing reporting on their performance a "5" or "4," while 25% rated that a "2" or "1," resulting in an average just below the median of 2.93. The largest number (41%) give the Courts a mediocre rating of "3" on this priority.
- On the job of assisting those who wish to act as their own attorney, 19% offered a rating of "5" or "4," while 15% gave a rating of "2" or "1," resulting in an average rating of 3.06. Twenty-nine percent (29%) rated the Courts' performance in the middle of the scale at "3." Significantly, more than one-third (35%) could not venture a performance rating at all, saying they were not sure.

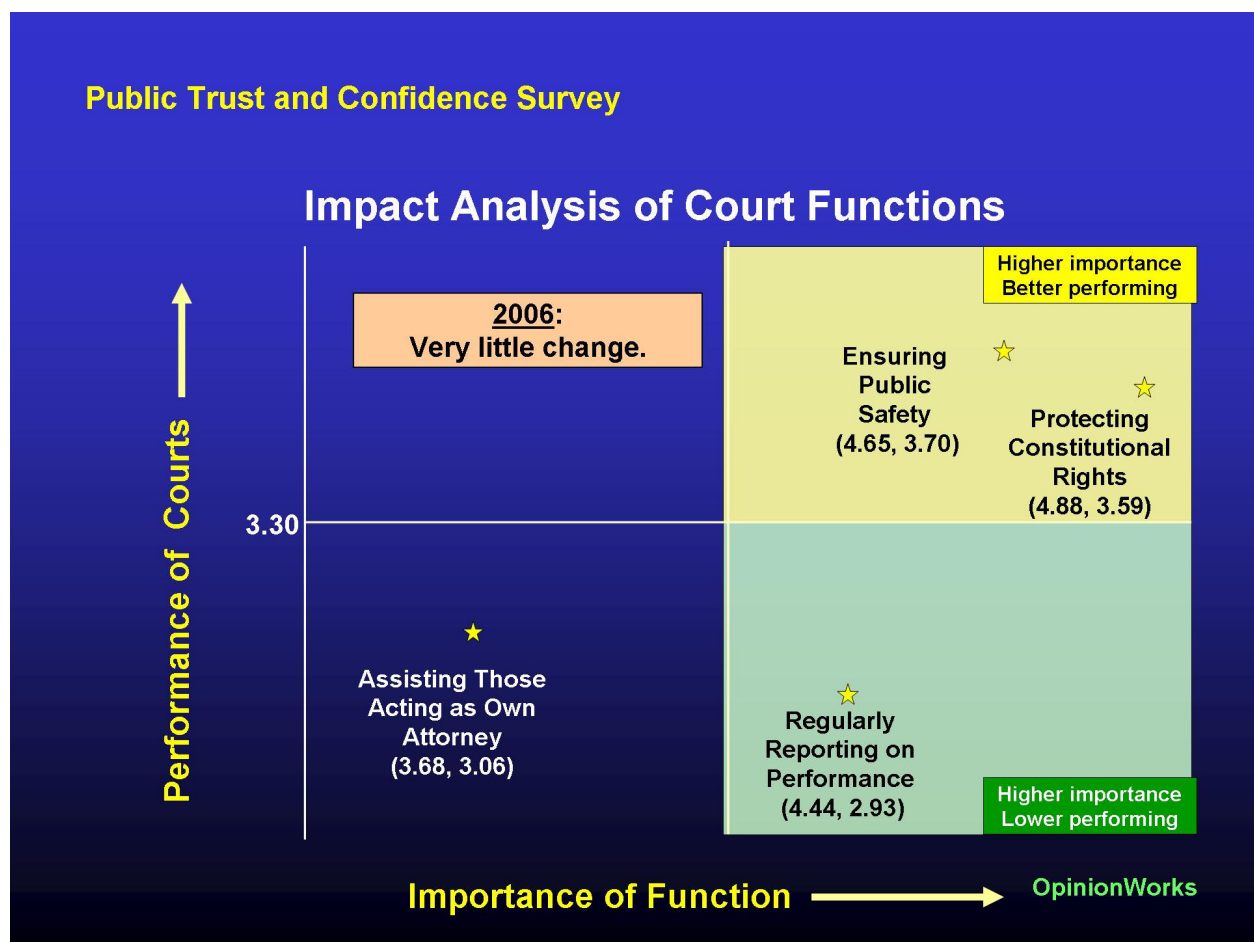
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The importance to the public of these four Court priorities and the public's perception of the Courts' performance on each one can be charted to create an impact analysis. In the chart below, the importance rating is pinpointed on the horizontal axis, with the more important priorities (as seen by the public) shown further to the right. The Courts' performance is charted on the vertical axis, with the better-performing priorities appearing higher.

The result are two priorities appearing in the upper right quadrant of this matrix – in other words, these priorities are both highly important and performing well in the eyes of the public. Those priorities are ensuring public safety and protecting the constitutional rights of everyone.

Appearing in the lower left quadrant is one priority that is both less important to the public and not performing as well as others. That priority is assisting those who wish to act as their own attorney.

The lower right quadrant is often where organizations place some focus. This quadrant is where highly-important, under-performing priorities are found. The goal is often to move priorities found here into the better-performing quadrant found above. In the case of the Utah State Courts, the priority that falls within this quadrant is regularly reporting on Court performance.



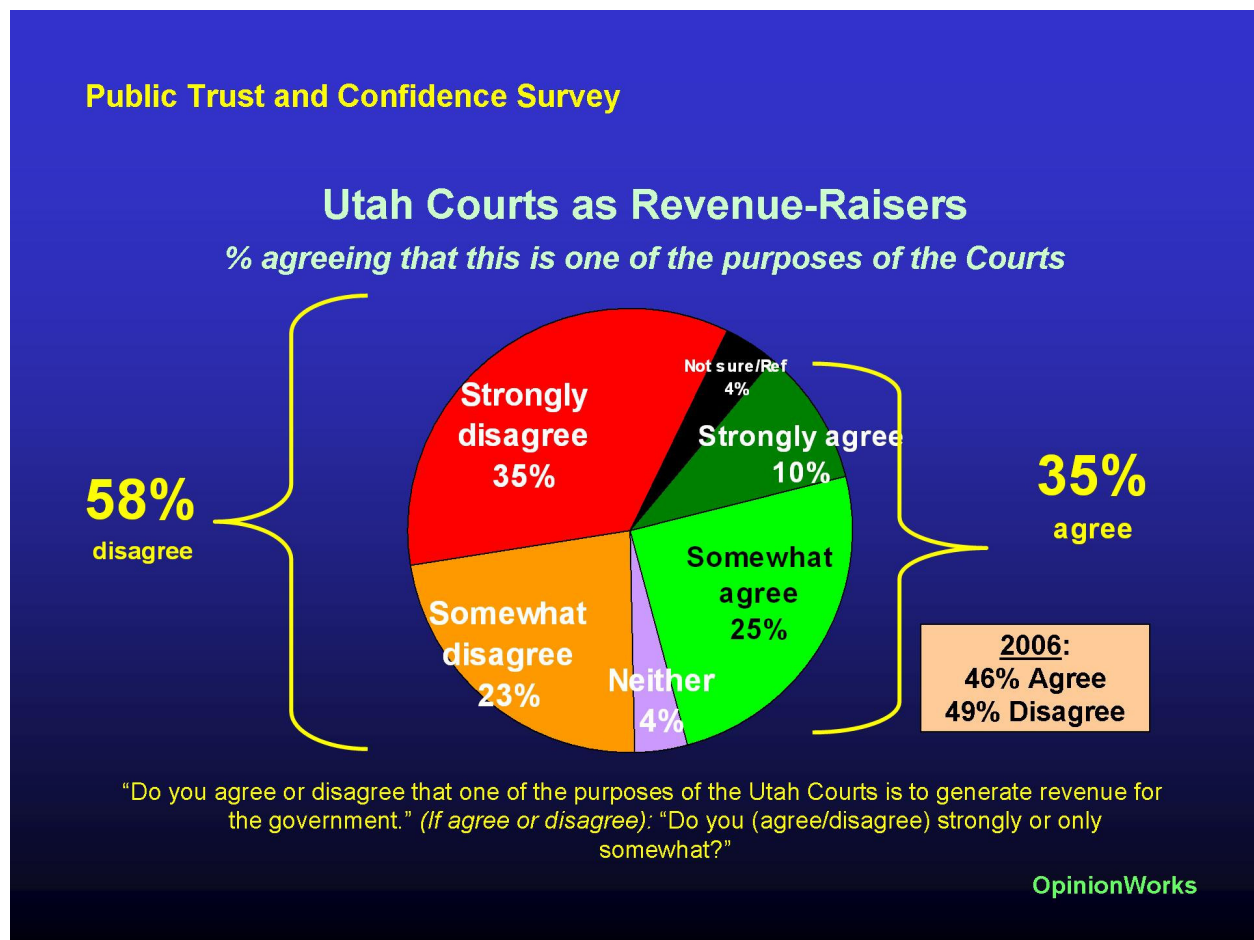
The implication of this analysis is to identify where the Courts may want to place additional focus in their external communications with the public, with the goal of increasing confidence in the Courts overall.

Addressing one more perception of the Courts' role, 35% of citizens agree that "one of the purposes of the Utah Courts is to generate revenue for the government." Ten percent (10%) *strongly* agree.

But a much larger 58% disagree that revenue-raising is a role for the Courts. More than one-third (35%) of citizens *strongly* disagree that raising revenue is a Court role.

In 2006, there was somewhat more agreement with this proposition, with 46% agreeing and 49% disagreeing.

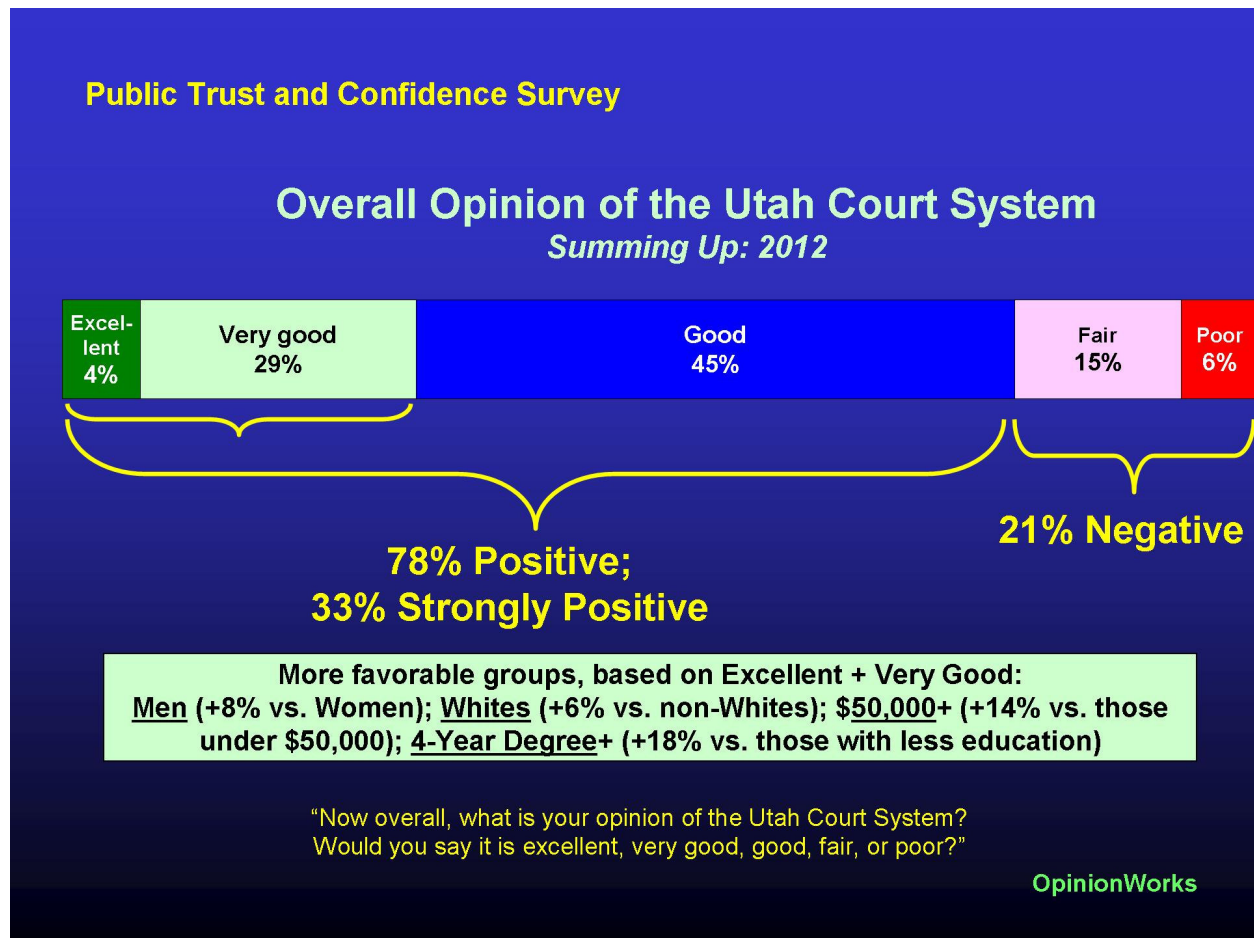
In interpreting this question, one may want to keep in mind that respondents may have been answering this as a matter of fact, stating their perception whether Utah Courts do or do not in fact raise revenue. Others may have been answering the question qualitatively, in essence saying "should they raise revenue?" In either case, more Utah residents than not say there is not a revenue-raising role for the Courts.



Summing Up: The Public's Overall Opinion of the Courts

Overall public opinion of the Utah Courts is very positive. Measured on a five-point scale of excellent, very good, good, fair, or poor, more than three-quarters (78%) of the public give a rating of "good" or better. One-third (33%) give the Courts a *strongly* positive rating of "excellent" (4%) or "very good" (29%).

Approximately one in five perceive the Courts negatively, with 15% saying their opinion is "fair," and 6% saying "poor."



The groups within the overall public that are most favorable to the Courts are men, Whites, people living in households earning at least \$50,000 per year, and people with a Bachelor's degree or higher. Compared to the 33% of the overall public that is strongly positive:

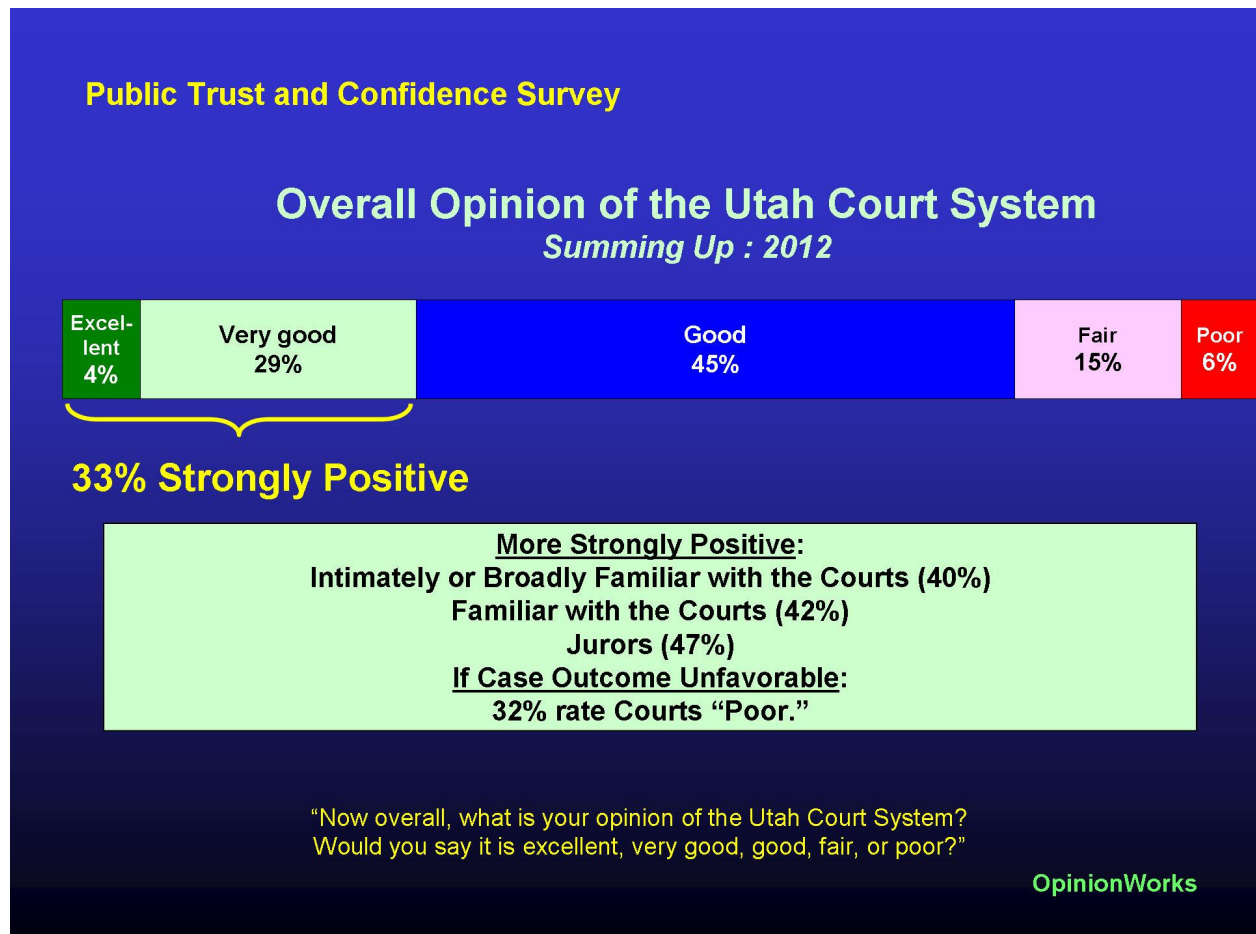
- 33% of men are strongly positive, compared to 27% of women;
- 34% of Whites, compared to 22% of Hispanics;
- 39% of households earning over \$50,000 per year, compared to 25% of those earning less than that amount;
- 46% of people with at least a Bachelor's degree, compared to 28% among those who have not graduated from college.

All of this suggests that groups that have traditionally had more influence in society – men, Whites, upper-income, and better-educated citizens – feel more positive towards the Courts, while women, Hispanics, lower-income, and less-educated residents have a less positive view.

This finding does not mean that the Courts are not serving some members of society as well as others. But these differences in perceptions may signal deeper issues that need to be thought about – if not in actual Court operations, certainly in outreach and support for the public.

Beyond the population subgroups just mentioned, others holding a more positive view of the Utah Courts are people who consider themselves familiar with the Courts, and jurors.

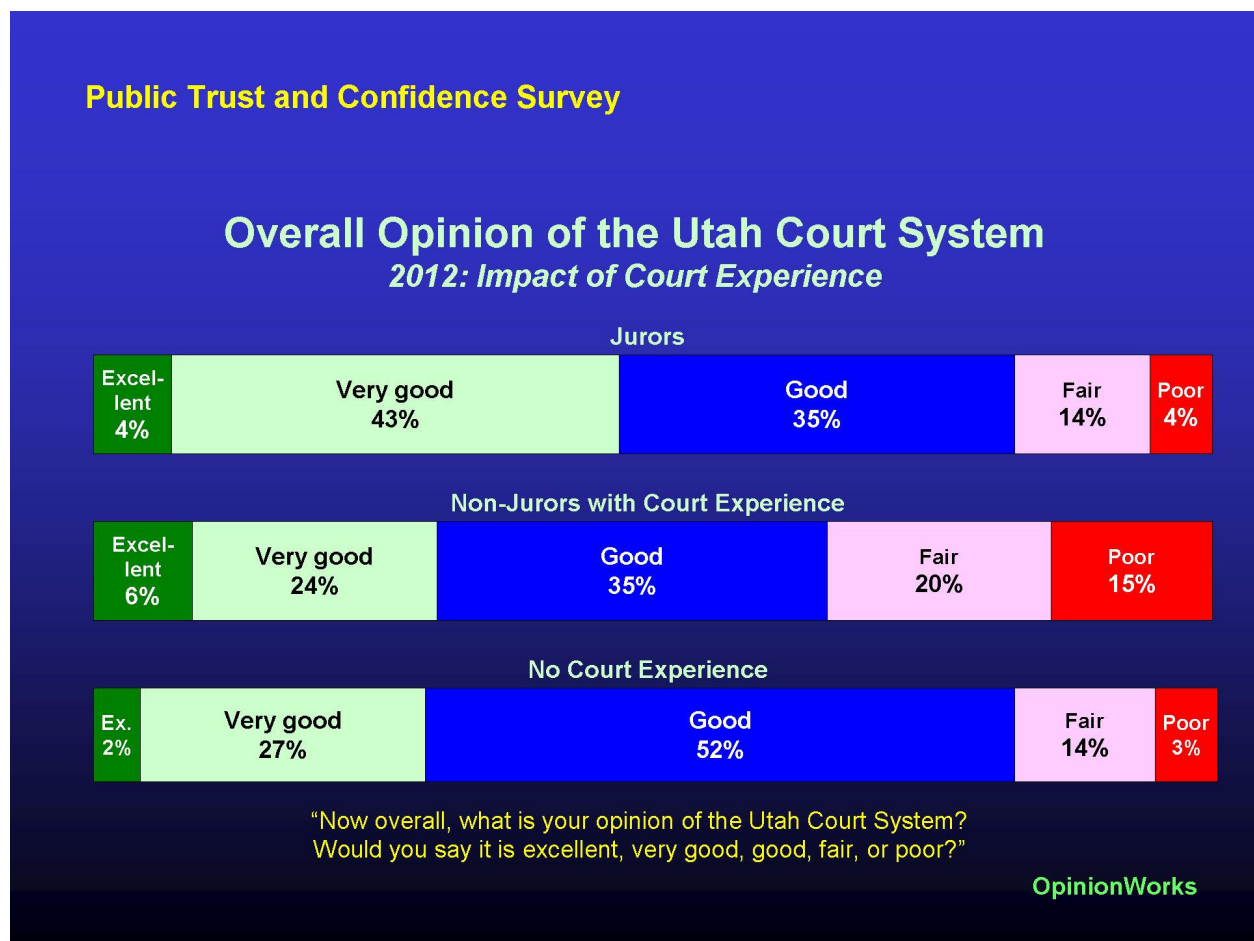
- Thinking back to an early finding discussed in this report, 42% of the public considers itself to be “intimately familiar,” “broadly familiar,” or “familiar” with the Utah Courts. Among the people who fall within those three categories, 42% have a strongly positive opinion of the Courts – nine percentage points higher than the population at large.
- Jurors are even more positive, with 47% holding a strongly positive opinion.



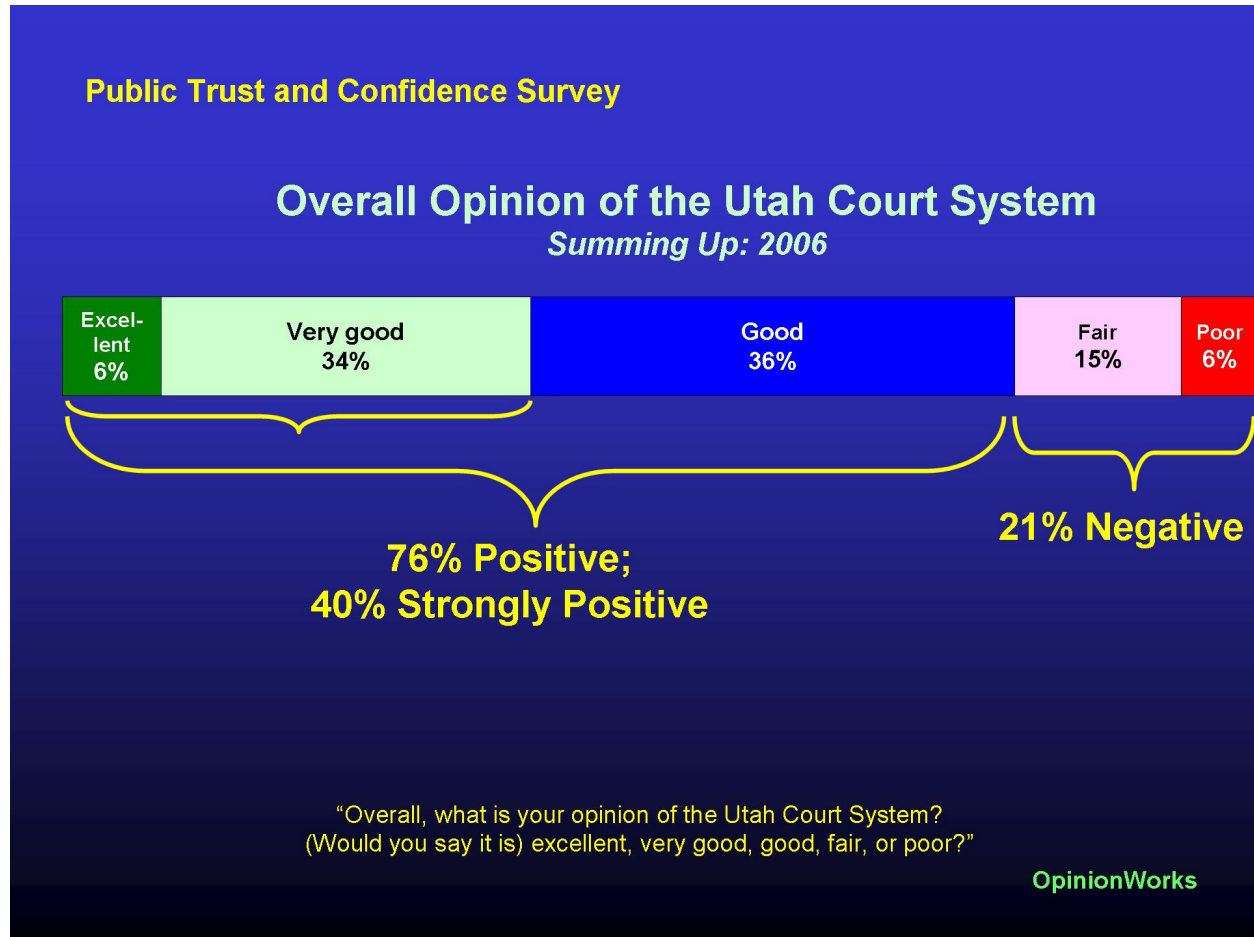
In fact, having direct experience with the Courts strongly influences one's opinion of the Courts, as the chart below illustrates.

- Jurors hold a mostly positive view, with 47% rating the Courts “excellent” or “very good,” and only 18% saying their opinion is “fair” or “poor.”
- People with direct court experience but who were not jurors are less positive. Among that group, 30% said “excellent” or “very good,” and 35% said “fair” or “poor.”
- Among the general public without direct court experience, 29% said their opinion of the Courts was “excellent” or “very good,” and only 17% saying their opinion was “fair” or “poor.”

As the level negatives felt by jurors and members of the general public who have not had court experience are nearly identical, It appears that the experience of serving on a jury makes people feel more positive about Utah's Courts.



The chart below shows how the public viewed the Utah Courts during the last survey in 2006. Overall positives stood at 76% then, slightly lower than the 78% measured today. Strong positives were measured at 40% in 2006, compared to 33% today.



Conclusions and Recommendations

Taken together, the results of this survey suggest these major, topline conclusions:

1. The Utah State Courts enjoy a very positive profile in a state that has unusual confidence in its institutions.
2. Somewhat less than half of the public would describe itself as familiar with the Courts, a level that has decreased somewhat since the last survey in 2006.
3. Printed communications are becoming less influential compared to digital. But the communications role of courthouse staff and attorneys remains very important, and may in fact be increasing.
4. Positive case outcomes do not affect attitudes nearly as much as negative outcomes.
5. Cost is the biggest barrier to Court access. Lack of time and concern for case outcome also figure prominently.

6. As a priority, people would most like to see the Courts report more regularly on their performance.
7. Overall, the Courts are viewed at least as positively as in 2006, though the strongest positives are slightly lower.
8. The most positive views of the Courts are held by those with historically the best access: white, better-educated males.

The public indicates they would like to know more about Court operations and performance, and the level of familiarity they feel for the Courts indicates there is more to be done in that regard. Additional outreach on the Court's track record should give particular focus to people in society that have less positive views – Hispanics and other people of color, and citizens regardless of ethnicity who happen to be below the median in household income and educational attainment.

It happens, as this survey indicates, that many of those citizens are best reached through non-traditional media such as social media and online. This does not mean abandoning traditional communications channels such as television news and printed publications, but the findings clearly indicate that those traditional media primarily reach the older and better-educated residents of the State. A new, more complicated media mix is needed moving forward.

Further, the fact that so many in the public rely on courthouse personnel as a primary means of information about the Courts means that those personnel are not just functionaries of the Courts System, but they are also the Courts' ambassadors to the public. Training in customer service techniques and effective communications for courthouse personnel may help improve the engagement of the public with its Courts.

Though a minor finding, it is significant that there remains a language barrier for a noticeable number of those within the population for whom English is not their primary language. This barrier must continue to be addressed.

Finally, knowing that cost, time, and uncertainty about the outcome are the most important barriers to Court access today, Utah's Courts may want to ensure that the public knows all the alternatives available to them for settling matters, both in Court and through other means.

Respectfully submitted,

OpinionWorks
Annapolis, Maryland
October 2012

Attitudes Towards Public Institutions

1. First, I'd like to know how much confidence you have in the following public institutions, using the scale very confident, somewhat confident, not very confident, or not at all confident. In general, how would you rate your confidence in...? (*Randomize institutions; re-read scale only as necessary.*)
- A. The Public Schools
 - B. Your local Police Department or County Sheriff
 - C. The US Supreme Court
 - D. The Utah State Courts
 - E. The Utah State Legislature
 - F. The Governor's Office

	Very confident	Somewhat confident	Not very confident	Not at all confident	Refused	Not sure/Don't know
A. The Public Schools	23%	51%	19%	4%	*%	2%
B. Your local Police Dept. or County Sheriff	56%	36%	4%	3%	*%	1%
C. The US Supreme Court	25%	47%	17%	8%	1%	3%
D. The Utah State Courts	29%	52%	8%	5%	1%	5%
E. The Utah State Legislature	15%	56%	16%	9%	*%	4%
F. The Governor's Office	29%	52%	10%	5%	*%	4%

*%=less than ½ percent.
 Items may not add to 100 due to rounding.

Subjective Knowledge of Courts

2. For the next questions, please focus on just the Utah State Courts. This includes the judges, their staff, and clerks who work in Utah courthouses, but does not include the police, prosecutors, or lawyers, and does not include the Federal Courts. Which of the following best describes how familiar you are with the Utah Courts? (*Read list.*)

Intimately familiar: know many details about the its operation and organization4%
 Broadly familiar: know some details about the its operation and organization 15%
 Familiar: know about the its operation and organization in general terms.....23%
 Somewhat familiar: know very little about the its operation and organization.....44%
 Not familiar at all14%
 (*Do not read*):
 Refused *%
 Not sure/ Don't know *%

Sources of Information

3. Have you ever needed to get information about the courts?

Yes.....	31%
No (Skip to Q7.)	69%
Refused (Skip to Q7.)	*%
Don't know/ Not sure (Skip to Q7.)	*%

(If yes):

4. Where did you go for this information? (Do not read list. Enter all mentioned. Probe once.)
Anywhere else?

Courthouse/Court staff (Ask Q.6.)	41%
Internet generally, not Court website	32%
An attorney.....	13%
Court website specifically (Ask Q.5.)	12%
Family or friends.....	5%
Phone book.....	4%
Library	2%
Civic or church group or organization	1%
Newspapers/ news magazines	*%
School.....	*%
Refused	*%
Not sure/ Don't know	*%

(If visited Court website):

5. How useful was the information provided by the Court website? Very useful, somewhat useful, not very useful, or not at all useful?

Very useful	23%
Somewhat useful.....	77%
Not very useful	*%
Not at all useful	*%

(Do not read):

Refused	*%
Not sure/ Don't know	*%

N=800 Utah residents; fielded July 19 – August 6, 2012

(If interacted with Courthouse staff):

6. How useful was the information provided by the Court staff? Very useful, somewhat useful, not very useful, or not at all useful?

Very useful45%
Somewhat useful.....36%
Not very useful6%
Not at all useful13%
(Do not read):
Refused *%
Not sure/ Don't know *%

(All):

7. Now besides looking for information yourself, you may learn about the Courts in other ways. How often do you get information about the Utah Courts from each of these sources using the scale often, sometimes, hardly ever, or never? (Randomize list; re-read scale only as necessary.)

- A. The Internet
- B. Newspapers or news magazines
- C. The radio
- D. TV news programs
- E. Social media like Facebook
- F. YouTube

	Often	Sometimes	Hardly ever	Never	Refused	Not sure/Don't know
A. The Internet	23%	28%	21%	28%	*%	*%
B. Newspapers or news magazines	21%	29%	22%	28%	*%	*%
C. The radio	11%	28%	26%	35%	*%	*%
D. TV news programs	25%	34%	20%	21%	*%	*%
E. Social media like Facebook	10%	8%	18%	63%	*%	1%
F. YouTube	2%	5%	17%	75%	*%	*%

8. And how often do you get information about how courts work from TV dramas, sitcoms, movies or reality shows?

Often	10%
Sometimes	27%
Hardly ever.....	31%
Never	31%
<i>(Do not read):</i>	
Refused	*%
Not sure/ Don't know	1%

Court Experience

9. Over the past 8 to 10 years, have you or anyone in your household had any direct experience, contact, or involvement with a court case which brought you into a Utah courthouse, including being called in for jury duty? *(Probe if needed):* Was that you or someone else in your household?

Yes, I have	35%
Yes, not me but someone else in the household <i>(Skip to Q15.)</i>	11%
No personal involvement with courts <i>(Skip to Q15.)</i>	54%
Refused <i>(Skip to Q15.)</i>	*%
Not sure/ Don't know <i>(Skip to Q15.)</i>	*%

(If Q9=1, personal Court experience):

10. Please think about that case, or if there was more than one, think about the one that made the strongest impression on you. Did it involve... *(Read list. Select one only.)*

A criminal matter where an adult was charged	35%
A civil case like an accident, injury, or financial dispute	18%
A parking or traffic ticket	18%
A family matter, such as divorce, or a child custody case	10%
A case involving children, such as neglect or delinquency	5%
A small claims case.....	2%
A matter involving a will, trust or inheritance.....	1%
A mental health case.....	1%
Or something else	6%
<i>(Do not read):</i>	
Refused	1%
Not sure/ Don't know	4%

11. In this case were you...? (Read list. Select only one.)

Called for jury duty but did not get selected (Skip to Q13.)	23%
Selected to sit on the jury or as an alternate juror (Skip to Q13.)	21%
The person filing the lawsuit or action	5%
The person being sued	5%
A witness in the case (Skip to Q13.)	7%
The defendant	23%
The victim in the case	3%
Or something else (Skip to Q13.)	12%
<i>(Do not read):</i>	
Refused (Skip to Q13.)	1%
Not sure/ Don't know (Skip to Q13.)	1%

(If person filing lawsuit, person being sued, defendant, or victim):

12. Was the result of this case favorable or unfavorable for your side of the matter? (Do not read list.)

Favorable	63%
Neither favorable nor unfavorable	7%
Unfavorable	27%
Not resolved	2%
Refused	2%
Not sure/ Don't know	*%

(If Q9=1, personal Court experience):

13. Did this experience make you more confident or less confident in the courts or did it have no effect? (If more or less): Much {more/less} or somewhat {more/less} confident?

Much more confident	15%
Somewhat more confident	14%
Had no effect	48%
Somewhat less confident	7%
Much less confident	15%
Refused	*%
Not sure/ Don't know	*%

14. How many years ago did this court experience take place? (Enter 2-digit number of years; round to nearest year; valid range 0-10; 0=less than 6 months; 98=Refused; 99=Not sure)

Less than six months.....	15%
1.....	18%
2.....	14%
3.....	14%
4.....	6%
5.....	7%
6.....	4%
7.....	4%
8.....	6%
9.....	2%
10.....	8%
Refused.....	*%
Not sure/ Don't know.....	1%

Barriers to Access

(All):

15. Have you ever considered taking a case to court but decided not to?

Yes (Use "kept you" wording below.).....	19%
No (Use "might keep you" wording below.).....	80%
Refused (Skip to Q17.).....	*%
Not sure/ Don't know (Use "might keep you" wording below.).....	*%

16. I am going to read a list of reasons that might make you decide not to go to court. For each one, please tell me if yes, it {kept you/might keep you} from going to court, or no, it would/did not.

- A. The availability of another way to solve your problem
- B. The cost of hiring an attorney
- C. The court fees
- D. The distance you would have to travel
- E. The hours or days the court is open
- F. Difficulty with speaking, reading or understanding English
- G. The time it {took away/would take away} from work or home
- H. The length of time it might take to get a decision
- I. Uncertainty about the outcome
- J. A confusing process

	Yes	No	Refused	Not sure/Don't know
A. The availability of another way to solve your problem	67%	32%	*%	1%
B. The cost of hiring an attorney	69%	30%	*%	1%
C. The court fees	49%	49%	*%	3%
D. The distance you would have to travel	14%	84%	*%	1%
E. The hours or days the court is open	18%	81%	*%	1%
F. Difficulty with speaking, reading or understanding English	6%	93%	*%	*%
G. The time it (took away/would take away) from work or home	50%	50%	*%	*%
H. The length of time it might take to get a decision	47%	52%	*%	1%
I. Uncertainty about the outcome	43%	55%	*%	2%
J. A confusing process	43%	55%	*%	2%

(Asked randomly of ½ the sample):

17. Of all the things that we have just discussed and any others you could think of, if you had a matter that you thought should go to court, what would be most likely to keep you from doing it? (Open-ended. Record verbatim. See verbatim responses at end of questionnaire.)

State Courts Expectations and Performance

(All):

Next I will read a list of ways Utah Courts strive to serve the public. For each item, I'll ask you how well you feel the Courts are doing that job, and then I'll ask how important you feel it is for the Courts to perform that job. For each of those, we'll use a 1 to 5 scale where 5 is the highest. You can use any number from 1 to 5. (Read and randomize Q18-21.)

(Only read scale until scale is established. If necessary): On a scale of 1 to 5 where 5 is highest, how would you rate that?

18. The (first/next) is protecting the constitutional rights of everyone.

A. How important is it for the Utah Courts to protect the constitutional rights of everyone (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	92%
4.....	3%
3.....	3%
2.....	*%
1 Lowest.....	1%
Refused.....	*%
Not sure/ Don't know.....	1%
Mean.....	4.88

B. How well are the Utah Courts doing protecting the constitutional rights of everyone (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	19%
4.....	34%
3.....	26%
2.....	9%
1 Lowest.....	4%
Refused.....	*%
Not sure/ Don't know	8%
Mean	3.59

19. The (first/next) is ensuring public safety.

A. How important is it for the Utah Courts to ensure public safety (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	78%
4.....	12%
3.....	5%
2.....	2%
1 Lowest.....	1%
Refused.....	*%
Not sure/ Don't know	*%
Mean	4.65

B. How well are the Utah Courts doing ensuring public safety (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	17%
4.....	40%
3.....	28%
2.....	5%
1 Lowest.....	3%
Refused.....	*%
Not sure/ Don't know	6%
Mean	3.70

20. The (first/next) is assisting those who want to act as their own attorney in court.

A. How important is it for the Utah Courts to assist those who want to act as their own attorney in court (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	30%
4.....	27%
3.....	23%
2.....	10%
1 Lowest.....	6%
Refused.....	*%
Not sure/ Don't know	4%

Mean..... 3.68

B. How well are the Utah Courts doing assisting those who want to act as their own attorney in court (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	5%
4.....	14%
3.....	29%
2.....	9%
1 Lowest.....	6%
Refused.....	*%
Not sure/ Don't know	35%

Mean..... 3.06

21. The (first/next) is reporting regularly to the public on the Courts' performance.

A. How important is it for the Utah Courts to report regularly to the public on their performance (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	62%
4.....	24%
3.....	11%
2.....	1%
1 Lowest.....	2%
Refused.....	*%
Not sure/ Don't know	1%

Mean..... 4.44

B. How well are the Utah Courts doing reporting regularly to the public on their performance (on a scale of 1 to 5 where 5 is highest)?

5 Highest.....	6%
4.....	17%
3.....	41%
2.....	15%
1 Lowest.....	10%
Refused.....	*%
Not sure/ Don't know.....	9%
Mean.....	2.93

22. Do you agree or disagree that one of the purposes of the Utah Courts is to generate revenue for the government. (If agree or disagree): Do you (agree/disagree) strongly or only somewhat?

Strongly agree.....	10%
Somewhat agree.....	25%
Neither/ No opinion (Volunteered response).....	4%
Somewhat disagree.....	23%
Strongly disagree.....	35%
Refused.....	1%
Not sure/ Don't know.....	3%

23. Now overall, what is your opinion of the Utah Court System? Would you say it is excellent, very good, good, fair, or poor?

Excellent.....	4%
Very good.....	29%
Good.....	45%
Fair.....	15%
Poor.....	6%
Refused.....	*%
Not sure/ Don't know.....	1%

Demographics

24. I have just a few final questions to classify the survey. Your individual responses are kept confidential. What zip code do you live in? (Allowable range 84001 – 84999; 88888=Refused; 99999=Not sure/ Don't know.)

25. In what county do you live?

Beaver.....	*%
Box Elder.....	2%
Cache.....	4%
Carbon.....	1%
Daggett.....	*%
Davis.....	13%
Duchesne.....	*%

Emery	*%
Garfield	*%
Grand	*%
Iron	2%
Juab	*%
Kane	*%
Millard	*%
Morgan	1%
Piute	*%
Rich	*%
Salt Lake	34%
San Juan	*%
Sanpete	1%
Sevier	1%
Summit	1%
Tooele	1%
Uintah	1%
Utah	19%
Wasatch	1%
Washington	4%
Wayne	*%
Weber	9%
Refused	1%
Not sure/ Don't know	3%

26. Do you have access to the Internet?

Yes	94%
No	6%
Refused	*%
Not sure/ Don't know	*%

27. Stop me when I get to the right category. What is your current age...? (Read categories until stopped.)

18 to 24	15%
25 to 34	25%
35 to 44	17%
45 to 54	12%
55 to 64	16%
65 or older	13%
(Do not read):	
Refused	1%
Not sure/ Don't know	*%

28. Stop me when I get to the right category. Are you currently...? (Read list.)

Employed full-time.....	41%
Employed part-time	14%
Self-employed	4%
Unemployed.....	6%
A homemaker.....	14%
In school.....	5%
Retired	14%
<i>(Do not read):</i>	
Disabled/ Not in labor force	2%
Refused.....	1%
Not sure/ Don't know	*%

29. What is the highest level of education you've completed? (Do not read list.)

Did not complete high school	4%
High school diploma/GED	30%
Some college/ Tech school/ Associate degree	39%
4-year college degree/ Bachelor's degree	16%
Some graduate school	1%
Graduate or professional degree/ Master's/ Ph.D., etc.	8%
Refused.....	1%
Not sure/ Don't know	*%

30. Were you born in the United States?

Yes (Skip to Q.32.).....	94%
No	5%
Refused (Skip to Q.32.).....	1%
Not sure/ Don't know (Skip to Q.32.)	*%

(Ask only those born outside the U.S.):

31. How many years have you lived in the US? (Enter 2-digit number of years; round to nearest year; 0=less than 6 months.)

0-5 years	15%
6-10.....	9%
11-25.....	31%
26-50.....	37%
51+.....	7%
Refused.....	1%
Not sure/ Don't know	*%

(All):

32. Which one of these groups would you say best describes you? Stop me when I get to the right category. (Read list until stopped.)

Caucasian	83%
African-American.....	*%
Hispanic or Latino	9%
Asian.....	3%
Native Hawaiian or other Pacific Islander	*%
American Indian or Alaska Native.....	1%
Or a combination.....	3%
<i>(Do not read):</i>	
Refused.....	2%
Not sure/ Don't know	*%

33. What was your total combined household income in 2011, before taxes and including all sources? Stop me when I get to the right category. (Read categories until stopped.)

Less than \$15,000.....	5%
15 to less than \$25,000	11%
25 to less than \$35,000	9%
35 to less than \$50,000	13%
50 to less than \$75,000	18%
75 to less than \$100,000	13%
100 to less than \$150,000	9%
\$150,000 or more.....	4%
<i>(Do not read):</i>	
Refused.....	11%
Not sure/ Don't know	6%

34. Gender (By observation; not asked)

Male	48%
Female	52%

That's all the questions I have for you. Thank you very much for your time. Goodbye.

Q.17 Verbatim Responses: Of all the things that we have just discussed and any others you could think of, if you had a matter that you thought should go to court, what would be most likely to keep you from doing it?

- A BIASED JUDGE.
- A CORRUPT COURT SYSTEM.
- A LENGTHY PROCESS.
- A WAY OF ACHIEVING THE GOAL.
- ALL THE RULES OR LAWS.
- AMOUNT OF TIME.
- ANOTHER WAY TO SOLVE IT.
- ANOTHER WAY TO SOLVE IT.
- ANOTHER WAY TO SOLVE IT.
- ATTORNEY COST IS THE MAIN ONE.
- ATTORNEY COST.
- ATTORNEY COSTS.
- ATTORNEY FEES, AND DIFFICULTY AND THE PROCESS.
- ATTORNEY FEES.
- ATTORNEY.

ATTORNEY'S FEE.
ATTORNEY'S FEES.
ATTORNEY'S FEES.
ATTORNEYS.
BEING ABLE TO GET THERE. I AM OLD.
BEING ABLE TO RESOLVE IN ANOTHER FASHION.
COMPASSION FOR THE OTHER PERSON.
CONCERN OF EVEN IF I WON. WOULD IT BE A REAL VICTORY AND THEREFORE WORTH IT FINANCIALLY,
AND TIME, AND SO ON.
CONFUSING PROCESS.
COST AND OUTCOME.
COST OF A LAWYER.
COST OF A LAWYER.
COST OF AN ATTORNEY BECAUSE IT'S SO COMPLICATED.
COST OF AN ATTORNEY.
COST OF GOING TO COURT. THE COST OF HIRING A LAWYER.
COST OF LAWYER AND THE COURT FEES.
COST OF LAWYER.
COST OF LEGAL COUNSEL.
COST OF THE ATTORNEY.
COST OF THE ATTORNEY.
COST OF THE ATTORNEYS.
COST OF THE LAWYERS.
COST OR LAWYER.
COST, LAWYER'S FEES.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST.
COST. IF SOMETHING INVOLVES MONEY, THAT MAY BE A PROBLEM.
COST. LAWYER'S FEE OR WHATEVER.
COST. LEGAL REPRESENTATION. THE COST. THE WHOLE THING.
COST. MAINLY THAT.
COST. MY GRANDSON HAD TO HIRE AN ATTORNEY RECENTLY. HE WAS 19 AT THE TIME. IT COST LIKE
\$4,000. THE ATTORNEY REALLY DIDN'T DO ANYTHING. TO ME IT WAS A WASTE OF MONEY.
COST. THEY ARE VERY NON-EFFICIENT.
COURT COST.
DEATH IN THE FAMILY.
DEPENDS ON THE SITUATION. IF IT'S SOMETHING I CAN HANDLE ON MY OWN, I WON'T GO.
DESIRED OUTCOME.
DISTRUST IN THE LEGAL SYSTEM.
DUE PROCESS, AND WE'RE SUPPOSED TO BE A SOCIETY THAT IS SUPPOSED TO BE INNOCENT UNTIL
PROVEN GUILTY, BUT IT'S THE OPPOSITE.
EASIER WAY TO SOLVE IT.
EXPENSE.
EXPENSE.
EXPENSE. THE COST OF AN ATTORNEY AND ALL THAT. I DON'T LIKE THINGS LIKE THAT.
EXPENSES. I DON'T HAVE THEM.
EXPENSIVE.
FAMILY EMERGENCY.
FAMILY ISSUES. WE HAVE HANDICAPPED KIDS.
FAMILY. IT WOULD BE IN THE FAMILY OR THEY WOULD NOT WANT IN IT.
FEAR OF THE PRESIDENT OF THE UNITED STATES, BARACK OBAMA.
FEES.
FINANCE WOULD BE THE ONLY ONE.

FINANCES, UNLESS IT WAS A CRIMINAL CASE. A CIVIL CASE, COURT FEES, LAWYER FEES.
FINANCIAL COST.
FINANCIAL STRAIN.
FINANCIAL.
FINANCIALLY, IT'S EXPENSIVE.
FINDING THE RIGHT ATTORNEY. AS FAR AS THE LAWYER IS CONCERNED I THINK A LOT OF TIME.
MOSTLY IT IS THE JUDGE. THEY MISINTERPRET A LOT OF THINGS. I KNOW MY SON WAS IN IT. THEY FORCED HIM TO GET THIS MACHINE AND THIS COST HIM MONEY AND HE CANNOT AFFORD IT. HE HAS TO TAKE CARE OF HIS FAMILY. HE IS IN BAD HEALTH. THEY FORCED HIM TO TAKE THIS MACHINE, PUT IT IN HIS CAR, AND THAT IS NOT WHAT HE WAS INVOLVED IN. HE HAS TO TAKE HIS MEDICINE. SOMETIMES HE TAKES IT AND SOMETIMES HE DOES NOT. THEY SAID THEY PUT HIM AS AN ALCOHOLIC. HE DOES NOT EVEN DRINK. THEY PUT HIM THE MACHINE FOR THE ALCOHOLIC. THE DRUG, THE MEDICATION IS WHAT HE WAS TAKING.
HASSLE.
HAVING ENOUGH MONEY TO DO IT.
HAVING IT INVOLVE A FAMILY MEMBER.
HOW IMPORTANT IT IS TO ME.
I AM DISABLED AND CANNOT GET OUT OF THE HOUSE.
I COULDN'T AFFORD THE ATTORNEY.
I DO NOT LIKE COURTS.
I DON'T TRUST LAWYERS. I DON'T THINK THEY REALLY THINK ABOUT THE PEOPLE. I HAVE NO MORE FAITH IN LAWYERS.
I GUESS BAD PUBLICITY.
I GUESS THE HASSLE. YOU KNOW, EVERYTHING THAT HAS TO GO THROUGH. I DON'T THINK THERE'S THAT MUCH THAT HAS TO GO THERE. UNLESS IT WAS URGENT, I WOULDN'T EVEN BOTHER.
I JUST FELT LIKE I WAS SATISFIED WITH THE OUTCOME THAT I HAD.
I JUST WOULDN'T KNOW THE FIRST THING ABOUT IT. ABOUT WHO TO GO TO OR ANYTHING LIKE THAT.
I PROBABLY DON'T WANT TO WASTE MY TIME.
I WOULD GO IF I HAD TO OR NEEDED TO.
I WOULD JUST GO.
I WOULD THINK IF I HAD A MATTER TO DO, I WOULD REALLY DO IT . I WOULDN'T HAVE ANY REASON.
I WOULDN'T WANT TO SIT IN COURT IF IT WAS FOR A TRAFFIC TICKET.
I WOULDN'T WANT TO WASTE MY TIME.
I'D GO TO COURT WITHOUT A LAWYER.
IF I COULD FIND SOME OTHER WAY TO SOLVE IT.
IF I COULD SETTLE IT OUT OF COURT, I WOULD NOT.
IF I COULD SOLVE THE MATTER ANOTHER WAY.
IF I DIDN'T THINK IT WOULD DO ANY GOOD.
IF I FOUND OUT THEY HAD NO REASONABILITY.
IF I HAD AN ISSUE I WOULD TAKE IT TO COURT.
IF I THOUGHT IT WAS WORTH GOING TO COURT OVER, I WOULDN'T NOT GO.
IF IT NEEDED TO GO TO COURT I WOULD TAKE IT TO COURT.
IF IT WAS IMPORTANT ENOUGH, NOTHING WOULD STOP ME.
IF IT WAS SOMETHING I FELT STRONGLY ABOUT. I WOULD NOT KEEP FROM IT IF IT WAS SOMETHING THAT WOULD TAKE TOO MUCH TIME TO BE NECESSARY.
IF IT WERE EXTREMELY EXPENSIVE. THAT WOULD BE IT.
IF THERE WAS A WAY TO SETTLE IT OUT OF COURT.
IF THERE WAS ANOTHER WAY TO RESOLVE IT.
I'LL BE HONEST. I DON'T HAVE MUCH FAITH IN OUR COURTS.
IT JUST BEING A PAIN IN THE BUTT. REALLY LIKE YOU EXPLAINED OR ASKED.
IT WOULD BE THE TIME AND THE STRESS. WELL, MY DOCTOR SAID I SHOULD DROP THE CASE BECAUSE IT WAS CAUSING STRESS. HE DID NOT THINK THAT I SHOULD PROCEED BECAUSE OF THE STRESS IT WAS PUTTING ON ME. I DON'T KNOW IF THERE IS ANYTHING ELSE.
IT'S COMPLICATED. I MEAN I DON'T KNOW WHAT I'M DOING. I'VE NEVER DONE IT BEFORE.
JUST FINDING THE TIME TO DO IT ALL.
JUST THE TIME IT TAKES TO MAKE A DECISION.
JUST WOULDN'T DO IT.
KEEPING ME AWAY FROM WORK.
KNOWING THE PERSON.
LACK OF KNOWLEDGE.
LACK OF KNOWLEDGE. I SEE NO NEED TO GO TO COURT.
LACK OF TRUST.

LAWYER COSTS AND FEES.
LAWYER FEES.
LAWYER FEES.
LAWYER FEES. TIME.
LAWYER FEES. UNCERTAINTY.
LAWYER.
LAWYER'S FEES.
LAWYER'S FEES.
LAWYERS, THE COST OF.
LENGTH OF TIME.
MISSING TIME FROM WORK.
MITIGATION. SOMEBODY ELSE WE KNOW TO GO THROUGH IT FIRST AND THEN AT THAT POINT WE MIGHT TAKE IT TO COURT.
MONEY AND BEING SICK.
MONEY FOR ATTORNEY FEES.
MONEY FOR LAWYER.
MONEY INVOLVED.
MONEY, THE COST OF IT.
MONEY, WHAT IT COSTS. IT WOULD COST A LOT FROM WHAT I KNOW.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY.
MONEY. LACK OF.
MONEY. YOU JUST WENT THROUGH TEN ITEMS. THE COSTS, THE CONFUSION, MY DISTANCE FROM SALT LAKE CITY, THE DAYS THEY'RE OPEN, THE UNCERTAINTY OF THE OUTCOME. THAT'S ALL I CAN REMEMBER .
MORE FEES.
MY ABILITY TO DEAL WITH A LAWYER.
MY AGE AND HEALTH.
NO FAITH IN COURT SYSTEM THAT IT WOULD EVER BE FAVORABLE TO ME. I MEAN THE CASE I TRIED TO TAKE TO COURT FOR A DOCTOR WHO MURDERED MY HUSBAND. THEY SAID DOCTORS ARE ABLE TO MAKE THOSE TYPES OF MISTAKES.
NOT BEING ABLE TO AFFORD THE ATTORNEY.
NOT BEING ABLE TO FINANCIALLY AFFORD IT.
NOTHING COULD STOP ME IF I NEEDED TO.
NOTORIETY IN THE MEDIA. DROPPED THE BALL CONTINUALLY WITH MY PARTNERS FOR TEN WEEKS AND WAS UP ON THE SCREEN FOR THE REST OF MY LIFE FOR ME. MY FAMILY NAME AND LOCATION SO WE DECIDED NOT TO TAKE ACTION.
ONLY IF IT WAS A MAJOR CASE.
OTHER OPTIONS.
OVERALL COST.
OVERALL EXPENSE.
PAYING THE LAWYER.
PERCEPTION OF THE COURT WOULD NOT UNDERSTAND THE CASE WELL ENOUGH TO MAKE A DECISION.
POLITICAL BIAS, WOULD BE AN OVERWHELMING INFLUENCE BY A CERTAIN PARTY.
PRETTY MUCH WHAT MY PEERS WOULD THINK OF MY ACTIONS.
PROBABLY ATTORNEY FEES.
PROBABLY COST.
PROBABLY COST.
PROBABLY DO NOT TRUST THE COURTS.
PROBABLY EXPENSE AND TIME AWAY FROM WORK.
PROBABLY JUST THAT I DON'T UNDERSTAND ALL THE PROCESS I WOULD HAVE TO GO THROUGH.
PROBABLY MONEY.

PROBABLY MONEY. I DON'T HAVE A MOTIVE TO GO AND I DON'T PLAN TO EVER HAVE A MOTIVE TO GO TO COURT.
PROBABLY MONEY. IT WOULD BE TO HIRE AN ATTORNEY. I WOULD REALLY HAVE TO THINK THAT THROUGH.
PROBABLY PUBLICITY.
PROBABLY THE COST.
PROBABLY THE DRAMA. I DON'T LIKE THE DRAMA THAT COURT ENTAILS.
PROBABLY THE FEES.
PROBABLY THE MONEY. IT'S HARD TO KNOW.
PROBABLY THE OVERALL COST, FINANCIALLY.
PROBABLY TIME AWAY FROM WORK AND HOME.
PROBABLY TIME. I WOULDN'T WANT TO SPEND THE TIME ON IT.
PROBABLY WOULDN'T EVEN BOTHER. SOME PEOPLE ARE SUE HAPPY AND I'M NOT.
RATHER THAN MAKING MORE DISTURBANCE IN MY COMMUNITY I WOULD LIKE TO KEEP THE PEACE, AND TAKE PERSONAL RESPONSIBILITY FOR OUR OWN PROBLEMS IN OUR COMMUNITY.
REPRESENTATION. ATTORNEY. WANTING TO DO THE JOB THAT IS RIGHT.
RESOLVE THROUGH OTHER MEANS.
RETARDS AT THE COURTHOUSE.
SETTLING OUTSIDE OF COURT.
SICKNESS.
SOLVE IT OUTSIDE COURT.
SOMEBODY WOULD SETTLE IT BEFORE WE GOT THERE. IT WOULD DEPEND ON THE CASE, IF IT WAS MOMENTARY OR SOMETHING SIMILAR.
SOMETHING DIRECTED TO ME AND IF SOMETHING'S TAKEN FROM ME.
SOMETHING ELSE I HAVE TO DO.
THAT AN ATTORNEY IS INVOLVED.
THAT I WASN'T SURE THAT I WOULD WIN.
THAT WOULD BE COST AND THE TIME.
THE AMOUNT OF INFORMATION IN REGARDS TO WHAT THE CASE WOULD BE.
THE AMOUNT OF MONEY NOT BEING WORTH THE PROCESS. WE NEED A CHEAPER PROCESS FOR MATTERS THAT DON'T INVOLVE MUCH MONEY.
THE AMOUNT OF MONEY THAT I DON'T HAVE THAT I WOULD HAVE TO SPEND, THAT'S THE MAIN ISSUE. I'VE NEVER HAD TOO MUCH TO DO WITH THE COURTS, SO I DON'T HAVE ANYTHING ELSE.
THE AMOUNT OF TIME TO DO IT.
THE ATTORNEY FEE.
THE ATTORNEY FEES.
THE ATTORNEY FEES.
THE ATTORNEY. THE DECISION.
THE AVAILABILITY TO FIND ANOTHER WAY TO IT.
THE CONCERN THAT IT WOULD DRAG ON.
THE CONFUSION OF DOING IT. NOT KNOWING THE ANSWERS.
THE COST AND BEING TOO MUCH MONEY.
THE COST AND HOW IT TURNS OUT.
THE COST OF A LAWYER.
THE COST OF A LAWYER.
THE COST OF HIRING AN ATTORNEY.
THE COST OF HIRING AN ATTORNEY.
THE COST OF THE ATTORNEY.
THE COST OF THE ATTORNEY.
THE COST OR THE UNCERTAINTY.
THE COST VS. WHAT IT WOULD GET ME.
THE COST WOULD BE.
THE COST, INCLUDING ATTORNEY'S FEES AND COURT FEES VERSUS THE OUTCOME.
THE COST, TROUBLE AND UNCERTAINTY.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.
THE COST.

THE COST. FEAR.
THE COST. I WOULDN'T WANT TO SPEND THE MONEY ON IT UNLESS IT WAS SERIOUS.
THE COST. IT WOULD HAVE TO BE SOMETHING THAT MIGHT MAKE YOU COME OUT AHEAD.
THE COST. LIKE WE OWN REAL-ESTATE AND WE HAVE TENANTS THAT LEFT. IT WOULD COST MORE FOR US TO GO TO COURT THAN CLEAN IT OUT AND JUST RE-RENT IT. SINCE WE DON'T HAVE UNITS THAT ARE LIKE 50 OR WHATEVER IT'S LESS LIKELY.
THE COSTS ASSOCIATED WITH LEGAL COUNCIL.
THE COURT ITSELF.
THE COURT SYSTEM IS NOT FAIR. IT IS NOT RIGHT. IT PLAYS TO PARTIES. IT DOES NOT PLAY TO JUSTICE. IT'S NOT JUST. IT HAS IT RULES AND OTHER RULES.
THE DISTANCE AND COST TO GET THERE.
THE ESTIMATED OUTCOME.
THE ETHICS OF ATTORNEYS, A LOT OF THE ATTORNEYS. IT'S PROBABLY TOO MUCH LIKE A BUSINESS RATHER THAN HAVING A HEARTFELT PERSONAL TRIAL AT COURT OR DURING.
THE EXPENSE.
THE EXPENSE. IF IT WAS TOO EXPENSIVE.
THE EXPENSE. PROBABLY JUST ANOTHER WAY TO RESOLVE IT.
THE FEES.
THE FEES. JUST THE COST THAT IT WOULD TAKE TO MAKE A CASE TO COURT.
THE FINANCES THAT IT COSTS.
THE FINANCIAL.
THE HASSLE.
THE HIRING OF AN ATTORNEY.
THE INDIVIDUAL. IF YOU DON'T KNOW IT YOU MIGHT GO.
THE LANGUAGE, NOT TO GO PEOPLE THAT SPEAKS SPANISH.
THE LAWYER'S FEES.
THE LENGTH OF THE PROBLEM.
THE LENGTH OF TIME AND COURT COST.
THE LENGTH OF TIME AND FINANCES.
THE LENGTH OF TIME.
THE LIKELIHOOD OF A POSITIVE OUTCOME.
THE LONG TIME.
THE MONEY, IF YOU DON'T HAVE IT. I'VE NEVER BEEN TO COURT.
THE MONEY.
THE MONEY.
THE MONEY. I DON'T KNOW.
THE OUTCOME AND HOW I WOULD BE AFFECTED BY IT.
THE OUTCOME WAS NEGATIVE.
THE PROCESS IS TOO CONFUSING.
THE PROCESS.
THE RELIABILITY OF THE COURT SYSTEM. I DON'T TRUST THE COURT SYSTEM. YEARS AGO I HAD SOME THINGS STOLEN AND I TOOK IT TO THE COURT SYSTEM AND THE COURTS MADE A REAL STUPID DECISION ON IT, SO I LOST CONFIDENCE IN THE COURT ALTOGETHER. THEN I HAD ANOTHER CASE AND I WASN'T SATISFIED WITH THE OUTCOME OF THAT ONE EITHER. IT DIDN'T USE ANY COMMON SENSE ON IT, SO I THINK OUR COURT SYSTEM DOESN'T USE COMMON SENSE. I DON'T THINK IT'S FAIR. I DON'T THINK THEY USE COMMON SENSE.
THE TIME IS TOO FAR OUT AND SO NOW IT IS NOT AVAILABLE. REJECTION. COST.
THE TIME IT COULD TAKE AWAY FROM OTHER ACTIVITIES. THE COST. THAT IS ALL.
THE TIME IT TAKES, AND THE SYSTEMS ARE SCREWED UP.
THE TIME IT TAKES. IT SEEMS LIKE SOME OF THE CASES THAT ARE IN THE PAPER JUST GO ON AND ON FOREVER.
THE TIME OR THE MONEY. THE UNCERTAINTY.
THE TIME, IT WOULD TAKE TOO MUCH TIME.
THE TIME. IT NORMALLY TAKES TOO LONG.
THE TIME. THE MONEY.
THE TRAVEL AND NOT KNOWING OR UNDERSTANDING.
THE UNCERTAINTY OF EVERYTHING. JUST BEING CONFUSED ABOUT EVERYTHING AND NOT HAVING THE INFORMATION. BEING CONFUSED ABOUT WHAT MIGHT BE HAPPENING.
THE UNKNOWN OUTCOME.
THE WAITING TIME TO GET TO COURT.
THERE SHOULD BE OTHER WAYS TO SOLVE THE DISPUTE.
THERE WAS NOT A LIKELIHOOD OF COLLECTING FROM A BANKRUPT DEFENDANT.

THINKING IT WASN'T WORTH THE EXPENSE.
TIME AND EXPENSE AND THE LACK OF CONFIDENCE IN THE COURT.
TIME AND MONEY.
TIME AND MONEY.
TIME AND MONEY.
TIME AND MONEY. NOT WORTH IT.
TIME AND TIME INVOLVED.
TIME AWAY FROM WORK.
TIME AWAY FROM WORK.
TIME REQUIRED.
TIME SPENT AWAY FROM WORK.
TIME, HOW LONG IT WOULD TAKE.
TIME.
TIME. JUST TAKING THE TIME TO GO THROUGH THE CORRECT AVENUES SO IT WOULD BE DONE
CORRECTLY AND WOULDN'T HAVE TO START OVER.
TIME. TIME AWAY FROM WORK AND OR FAMILY.
TRUST IN THE COURT SYSTEM. FOR ONE THING IF YOU DON'T HAVE ANY MONEY AND YOU ARE BEING
PROSECUTED, YOU GET AN UNDERPAID, UNDEREDUCATED ATTORNEY GOING AGAINST PROSECUTING
ATTORNEY WHO IS OVERPAID AND OVERWORKED, IS LOOKING FOR ONE THING AND ONE THING ONLY
TO SEE YOUR NAME SLAMMED. THE FACT THAT THE JUDGE DOESN'T HAVE TIME TO LISTEN TO BOTH
SIDES OF THE STORY. THE JUDGE COMMONLY HAS HIS MIND MADE UP LONG BEFORE YOU SHOW UP.
THE RICH GET RICHER AND THE POOR GET POORER.
UNCERTAIN OF OUTCOME.
UNCERTAIN OUTCOME.
UNCERTAINTY OF THE LEGAL SYSTEM.
UNCERTAINTY.
UNDERSTANDING THE PROCEDURE, THE PROPER PROCEDURE.
UNFAMILIARITY WITH THE SYSTEM. I DON'T BELIEVE SO.
WAY OF SOLVING IT BEFORE HAND.
WHETHER IT WAS ACTUALLY WORTH IT. WHETHER THE OUTCOME WOULD MAKE IT WORTH IT.
WHETHER IT WOULD BE WORTH IT OR NOT.