

## Access and Fairness Survey: FY2006 - FY2013

	2013		2011		2008		2007		2006	
	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp	% Stating Adequate or Better	# Resp
<b>3rd District</b>										
<b>Salt Lake City</b>										
1. The courthouse was easy to find.	<b>97%</b>	212	<b>99%</b>	210	<b>99%</b>	356	<b>100%</b>	296	<b>100%</b>	464
2. Parking was easy.	<b>90%</b>	174	<b>81%</b>	180	<b>82%</b>	319	<b>83%</b>	255	<b>83%</b>	425
3. I easily found the courtroom or office I needed.	<b>95%</b>	209	<b>94%</b>	206	<b>97%</b>	350	<b>97%</b>	294	<b>97%</b>	458
4. I felt safe in the courthouse.	<b>97%</b>	208	<b>98%</b>	205	<b>97%</b>	355	<b>98%</b>	292	<b>98%</b>	458
5. Security officers treated me with courtesy and respect.	<b>96%</b>	209	<b>96%</b>	209	<b>97%</b>	350	<b>96%</b>	292	<b>97%</b>	455
6. The forms I needed were easy to understand.	<b>92%</b>	154	<b>91%</b>	130	<b>94%</b>	255	<b>94%</b>	197	<b>94%</b>	332
7. The court met my needs for disability assistance.	<b>92%</b>	86	<b>94%</b>	68	<b>92%</b>	145	<b>93%</b>	91	<b>96%</b>	163
8. The court tries to remove language barriers	<b>93%</b>	135	<b>95%</b>	130	<b>95%</b>	223	<b>96%</b>	174	<b>95%</b>	243
9. The court's web site was useful.	<b>92%</b>	132	<b>90%</b>	135	<b>91%</b>	206	<b>94%</b>	127	<b>89%</b>	210
10. The court's hours made it easy to do my business.	<b>91%</b>	182	<b>87%</b>	119	<b>90%</b>	334	<b>89%</b>	263	<b>91%</b>	408
11. I finished my court business in a reasonable time.	<b>86%</b>	201	<b>84%</b>	193	<b>83%</b>	340	<b>80%</b>	281	<b>86%</b>	446
12. Court staff paid attention to my needs.	<b>88%</b>	190	<b>92%</b>	191	<b>92%</b>	338	<b>90%</b>	271	<b>94%</b>	431
13. I was treated with courtesy and respect.	<b>93%</b>	205	<b>96%</b>	202	<b>97%</b>	345	<b>94%</b>	283	<b>96%</b>	454
14. I am satisfied with my experience at the courthouse.	<b>88%</b>	205	<b>93%</b>	201	<b>92%</b>	340	<b>90%</b>	284	<b>93%</b>	448
15. I understood what happened in my case.	<b>88%</b>	162	<b>91%</b>	145	<b>92%</b>	242	<b>89%</b>	234	---	---
16. I know what I should do next in my case.	<b>87%</b>	151	<b>89%</b>	139	<b>92%</b>	238	<b>92%</b>	238	---	---
17. The judge, commissioner, referee, or mediator listened to all sides.	<b>89%</b>	148	<b>87%</b>	138	<b>88%</b>	234	<b>89%</b>	218	---	---
18. The judge, commissioner, referee, or mediator had the info needed.	<b>87%</b>	157	<b>92%</b>	142	<b>87%</b>	246	<b>90%</b>	222	---	---
19. The hearing was fair.	<b>84%</b>	141	<b>88%</b>	139	<b>85%</b>	233	<b>89%</b>	212	---	---
20. Both sides at the hearing were treated the same.	<b>85%</b>	145	<b>89%</b>	127	<b>85%</b>	223	<b>86%</b>	210	---	---

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<b>3rd District</b>										
<b>Silver Summit</b>										
1. The courthouse was easy to find.	96%	28	83%	30	90%	41	93%	29	100%	20
2. Parking was easy.	96%	25	100%	30	95%	41	100%	29	100%	21
3. I easily found the courtroom or office I needed.	100%	28	100%	30	100%	41	93%	29	95%	21
4. I felt safe in the courthouse.	96%	27	100%	31	100%	41	100%	29	100%	21
5. Security officers treated me with courtesy and respect.	89%	28	100%	30	100%	40	100%	29	95%	19
6. The forms I needed were easy to understand.	88%	17	100%	19	84%	31	93%	15	100%	12
7. The court met my needs for disability assistance.	100%	9	100%	9	100%	18	100%	7	100%	5
8. The court tries to remove language barriers	94%	17	100%	12	90%	20	90%	10	100%	10
9. The court's web site was useful.	95%	20	89%	9	93%	15	100%	5	100%	3
10. The court's hours made it easy to do my business.	100%	26	94%	17	95%	41	93%	27	81%	16
11. I finished my court business in a reasonable time.	84%	25	79%	29	89%	38	96%	27	65%	20
12. Court staff paid attention to my needs.	92%	26	100%	26	97%	36	100%	28	94%	17
13. I was treated with courtesy and respect.	96%	28	96%	28	100%	40	100%	29	100%	21
14. I am satisfied with my experience at the courthouse.	93%	27	96%	27	97%	39	97%	29	95%	21
15. I understood what happened in my case.	90%	20	100%	24	94%	31	100%	19	---	---
16. I know what I should do next in my case.	90%	20	100%	22	90%	29	100%	18	---	---
17. The judge, commissioner, referee, or mediator listened to all sides.	95%	21	96%	25	96%	28	100%	20	---	---
18. The judge, commissioner, referee, or mediator had the info needed.	91%	23	92%	25	96%	28	100%	20	---	---
19. The hearing was fair.	90%	21	92%	24	88%	25	100%	16	---	---
20. Both sides at the hearing were treated the same.	95%	20	96%	23	88%	25	100%	19	---	---

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<b>3rd District</b>										
<b>Tooele</b>										
1. The courthouse was easy to find.	97%	58	97%	65	98%	88	98%	90	100%	13
2. Parking was easy.	96%	57	100%	63	99%	90	97%	89	85%	13
3. I easily found the courtroom or office I needed.	95%	57	100%	64	99%	88	98%	89	92%	12
4. I felt safe in the courthouse.	98%	57	98%	65	99%	90	100%	91	92%	13
5. Security officers treated me with courtesy and respect.	100%	57	97%	65	97%	89	100%	89	100%	13
6. The forms I needed were easy to understand.	95%	43	96%	47	93%	72	97%	70	100%	7
7. The court met my needs for disability assistance.	96%	24	93%	29	98%	43	94%	36	100%	4
8. The court tries to remove language barriers	93%	29	98%	47	94%	49	100%	46	100%	5
9. The court's web site was useful.	91%	22	93%	40	90%	39	91%	32	80%	5
10. The court's hours made it easy to do my business.	96%	52	94%	32	95%	82	90%	82	100%	11
11. I finished my court business in a reasonable time.	94%	53	90%	60	91%	88	89%	85	100%	13
12. Court staff paid attention to my needs.	94%	50	93%	61	92%	88	98%	81	91%	11
13. I was treated with courtesy and respect.	96%	57	94%	65	95%	84	99%	88	100%	13
14. I am satisfied with my experience at the courthouse.	93%	57	94%	63	91%	87	96%	89	85%	13
15. I understood what happened in my case.	95%	42	94%	47	93%	73	93%	68	---	---
16. I know what I should do next in my case.	93%	42	94%	47	93%	71	98%	66	---	---
17. The judge, commissioner, referee, or mediator listened to all sides.	92%	38	85%	41	93%	72	97%	65	---	---
18. The judge, commissioner, referee, or mediator had the info needed.	92%	39	82%	44	95%	73	94%	67	---	---
19. The hearing was fair.	92%	37	84%	38	94%	71	98%	60	---	---
20. Both sides at the hearing were treated the same.	88%	34	86%	37	95%	61	97%	58	---	---

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<b>3rd District</b>										
<b>West Jordan</b>										
1. The courthouse was easy to find.	100%	106	100%	95	100%	136	99%	108	98%	54
2. Parking was easy.	100%	100	97%	93	98%	135	100%	108	98%	54
3. I easily found the courtroom or office I needed.	99%	104	100%	94	98%	132	97%	107	98%	52
4. I felt safe in the courthouse.	99%	107	99%	96	99%	136	100%	108	100%	52
5. Security officers treated me with courtesy and respect.	95%	107	99%	94	99%	135	99%	109	98%	52
6. The forms I needed were easy to understand.	94%	82	91%	64	97%	95	96%	77	93%	44
7. The court met my needs for disability assistance.	95%	44	100%	37	100%	55	98%	42	100%	22
8. The court tries to remove language barriers	94%	52	100%	49	98%	81	100%	59	90%	31
9. The court's web site was useful.	92%	51	92%	52	95%	64	98%	46	96%	27
10. The court's hours made it easy to do my business.	96%	96	93%	42	96%	118	93%	98	96%	49
11. I finished my court business in a reasonable time.	97%	99	94%	89	93%	124	92%	105	98%	53
12. Court staff paid attention to my needs.	96%	95	94%	88	97%	121	97%	106	100%	51
13. I was treated with courtesy and respect.	96%	101	97%	95	99%	133	97%	109	100%	51
14. I am satisfied with my experience at the courthouse.	93%	102	96%	90	98%	131	96%	108	100%	50
15. I understood what happened in my case.	95%	87	97%	77	97%	97	96%	90	---	---
16. I know what I should do next in my case.	93%	83	97%	75	97%	91	93%	91	---	---
17. The judge, commissioner, referee, or mediator listened to all sides.	95%	79	96%	71	96%	104	94%	84	---	---
18. The judge, commissioner, referee, or mediator had the info needed.	94%	77	92%	74	94%	103	95%	87	---	---
19. The hearing was fair.	94%	69	95%	66	95%	98	92%	83	---	---
20. Both sides at the hearing were treated the same.	88%	68	94%	64	92%	95	90%	82	---	---