

Access and Fairness Survey: FY2007 - FY2015

| | 2015 | | 2013 | | 2011 | | 2008 | | 2007 | |
|--|------------------------------|--------|------------------------------|--------|------------------------------|--------|------------------------------|--------|------------------------------|--------|
| | % 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 |
| 4th District | | | | | | | | | | |
| American Fork | | | | | | | | | | |
| 1. The courthouse was easy to find. | 95% | 22 | 99% | 68 | 93% | 45 | 97% | 63 | 96% | 84 |
| 2. Parking was easy. | 73% | 22 | 80% | 65 | 83% | 42 | 76% | 63 | 64% | 81 |
| 3. I easily found the courtroom or office I needed. | 100% | 23 | 99% | 67 | 100% | 46 | 94% | 62 | 96% | 85 |
| 4. I felt safe in the courthouse. | 100% | 23 | 100% | 67 | 98% | 46 | 98% | 64 | 95% | 84 |
| 5. Security officers treated me with courtesy and respect. | 100% | 21 | 98% | 64 | 100% | 44 | 89% | 63 | 92% | 83 |
| 6. The forms I needed were easy to understand. | 83% | 12 | 98% | 54 | 89% | 27 | 87% | 38 | 94% | 67 |
| 7. The court met my needs for disability assistance. | 100% | 8 | 100% | 33 | 100% | 15 | 91% | 22 | 100% | 28 |
| 8. The court tries to remove language barriers | 100% | 12 | 97% | 39 | 100% | 26 | 95% | 43 | 98% | 41 |
| 9. The court's web site was useful. | 100% | 15 | 97% | 36 | 94% | 16 | 94% | 18 | 92% | 25 |
| 10. The court's hours made it easy to do my business. | 100% | 20 | 97% | 62 | 90% | 20 | 88% | 59 | 81% | 75 |
| 11. I finished my court business in a reasonable time. | 75% | 20 | 91% | 67 | 88% | 43 | 73% | 59 | 71% | 79 |
| 12. Court staff paid attention to my needs. | 90% | 21 | 98% | 61 | 95% | 40 | 87% | 55 | 81% | 79 |
| 13. I was treated with courtesy and respect. | 90% | 21 | 100% | 66 | 100% | 43 | 90% | 61 | 85% | 82 |
| 14. I am satisfied with my experience at the courthouse. | 75% | 20 | 97% | 67 | 93% | 44 | 84% | 61 | 81% | 80 |
| 15. I understood what happened in my case. | 85% | 13 | 98% | 51 | 94% | 34 | 84% | 44 | 95% | 61 |
| 16. I know what I should do next in my case. | 93% | 14 | 94% | 47 | 97% | 31 | 79% | 48 | 95% | 65 |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 87% | 15 | 96% | 55 | 94% | 31 | 94% | 47 | 89% | 55 |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 89% | 18 | 95% | 55 | 100% | 31 | 84% | 45 | 89% | 56 |
| 19. The hearing was fair. | 87% | 15 | 91% | 57 | 96% | 28 | 85% | 40 | 83% | 47 |
| 20. Both sides at the hearing were treated the same. | 79% | 14 | 91% | 56 | 92% | 25 | 83% | 40 | 81% | 48 |

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

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|--|-------------------------------------|----|-------------------------------------|----|-------------------------------------|----|-------------------------------------|----|-------------------------------------|----|
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| 4th District | | | | | | | | | | |
| Heber City | | | | | | | | | | |
| 1. The courthouse was easy to find. | 94% | 18 | 100% | 14 | 97% | 33 | 100% | 27 | 100% | 25 |
| 2. Parking was easy. | 67% | 18 | 100% | 15 | 85% | 33 | 96% | 27 | 92% | 25 |
| 3. I easily found the courtroom or office I needed. | 94% | 18 | 100% | 15 | 97% | 33 | 93% | 27 | 96% | 25 |
| 4. I felt safe in the courthouse. | 89% | 18 | 100% | 15 | 94% | 32 | 100% | 27 | 92% | 25 |
| 5. Security officers treated me with courtesy and respect. | 67% | 18 | 100% | 15 | 100% | 33 | 96% | 27 | 100% | 24 |
| 6. The forms I needed were easy to understand. | 81% | 16 | 100% | 12 | 96% | 24 | 100% | 18 | 95% | 20 |
| 7. The court met my needs for disability assistance. | 60% | 10 | 100% | 8 | 93% | 15 | 100% | 10 | 100% | 9 |
| 8. The court tries to remove language barriers | 81% | 16 | 100% | 11 | 100% | 22 | 100% | 17 | 93% | 15 |
| 9. The court's web site was useful. | 80% | 5 | 100% | 10 | 94% | 16 | 100% | 9 | 100% | 10 |
| 10. The court's hours made it easy to do my business. | 80% | 15 | 92% | 13 | 67% | 12 | 96% | 27 | 88% | 24 |
| 11. I finished my court business in a reasonable time. | 72% | 18 | 87% | 15 | 90% | 31 | 92% | 26 | 83% | 24 |
| 12. Court staff paid attention to my needs. | 61% | 18 | 100% | 14 | 100% | 32 | 96% | 27 | 79% | 24 |
| 13. I was treated with courtesy and respect. | 72% | 18 | 100% | 15 | 100% | 32 | 100% | 26 | 92% | 24 |
| 14. I am satisfied with my experience at the courthouse. | 72% | 18 | 100% | 14 | 94% | 32 | 96% | 27 | 88% | 24 |
| 15. I understood what happened in my case. | 80% | 15 | 100% | 13 | 96% | 25 | 95% | 22 | 90% | 21 |
| 16. I know what I should do next in my case. | 86% | 14 | 92% | 12 | 96% | 24 | 100% | 23 | 89% | 19 |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 87% | 15 | 100% | 15 | 88% | 26 | 100% | 20 | 94% | 16 |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 67% | 15 | 100% | 14 | 93% | 28 | 100% | 20 | 100% | 16 |
| 19. The hearing was fair. | 71% | 14 | 100% | 13 | 88% | 24 | 100% | 20 | 94% | 17 |
| 20. Both sides at the hearing were treated the same. | 69% | 13 | 100% | 14 | 83% | 24 | 100% | 20 | 88% | 16 |

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| 4th District | | | | | | | | | | |
| Nephi | | | | | | | | | | |
| 1. The courthouse was easy to find. | 100% | 10 | 100% | 16 | 100% | 16 | 100% | 21 | 95% | 22 |
| 2. Parking was easy. | 100% | 10 | 94% | 16 | 88% | 16 | 100% | 21 | 95% | 22 |
| 3. I easily found the courtroom or office I needed. | 100% | 9 | 94% | 16 | 100% | 14 | 100% | 21 | 91% | 22 |
| 4. I felt safe in the courthouse. | 90% | 10 | 100% | 16 | 94% | 18 | 100% | 21 | 86% | 21 |
| 5. Security officers treated me with courtesy and respect. | 100% | 10 | 100% | 16 | 83% | 18 | 100% | 20 | 100% | 21 |
| 6. The forms I needed were easy to understand. | 100% | 8 | 100% | 11 | 71% | 7 | 100% | 18 | 100% | 13 |
| 7. The court met my needs for disability assistance. | 86% | 7 | 100% | 6 | 100% | 3 | 100% | 10 | 100% | 12 |
| 8. The court tries to remove language barriers | 100% | 7 | 100% | 11 | 100% | 7 | 100% | 13 | 91% | 11 |
| 9. The court's web site was useful. | 100% | 5 | 100% | 9 | 100% | 4 | 100% | 7 | 80% | 10 |
| 10. The court's hours made it easy to do my business. | 100% | 9 | 100% | 15 | 75% | 4 | 89% | 18 | 95% | 21 |
| 11. I finished my court business in a reasonable time. | 100% | 10 | 100% | 16 | 92% | 12 | 89% | 18 | 100% | 21 |
| 12. Court staff paid attention to my needs. | 80% | 10 | 100% | 15 | 79% | 14 | 94% | 18 | 91% | 22 |
| 13. I was treated with courtesy and respect. | 90% | 10 | 100% | 16 | 88% | 16 | 100% | 18 | 100% | 22 |
| 14. I am satisfied with my experience at the courthouse. | 80% | 10 | 100% | 16 | 75% | 16 | 95% | 19 | 90% | 20 |
| 15. I understood what happened in my case. | 67% | 9 | 100% | 11 | 78% | 9 | 94% | 18 | 94% | 17 |
| 16. I know what I should do next in my case. | 67% | 9 | 100% | 11 | 88% | 8 | 94% | 16 | 100% | 15 |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 78% | 9 | 100% | 12 | 64% | 11 | 100% | 18 | 100% | 17 |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 78% | 9 | 100% | 13 | 70% | 10 | 89% | 18 | 94% | 18 |
| 19. The hearing was fair. | 78% | 9 | 100% | 13 | 69% | 13 | 94% | 18 | 82% | 17 |
| 20. Both sides at the hearing were treated the same. | 78% | 9 | 100% | 13 | 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 |
| 2. Parking was easy. | | | --- | --- | --- | --- | 95% | 79 | 91% | 70 |
| 3. I easily found the courtroom or office I needed. | | | --- | --- | --- | --- | 100% | 80 | 97% | 73 |
| 4. I felt safe in the courthouse. | | | --- | --- | --- | --- | 99% | 79 | 100% | 72 |
| 5. Security officers treated me with courtesy and respect. | | | --- | --- | --- | --- | 100% | 79 | 100% | 72 |
| 6. The forms I needed were easy to understand. | | | --- | --- | --- | --- | 96% | 71 | 100% | 61 |
| 7. The court met my needs for disability assistance. | | | --- | --- | --- | --- | 97% | 39 | 97% | 30 |
| 8. The court tries to remove language barriers | | | --- | --- | --- | --- | 96% | 55 | 98% | 51 |
| 9. The court's web site was useful. | | | --- | --- | --- | --- | 90% | 31 | 89% | 37 |
| 10. The court's hours made it easy to do my business. | | | --- | --- | --- | --- | 91% | 69 | 96% | 69 |
| 11. I finished my court business in a reasonable time. | | | --- | --- | --- | --- | 91% | 74 | 88% | 68 |
| 12. Court staff paid attention to my needs. | | | --- | --- | --- | --- | 97% | 75 | 99% | 72 |
| 13. I was treated with courtesy and respect. | | | --- | --- | --- | --- | 99% | 78 | 99% | 71 |
| 14. I am satisfied with my experience at the courthouse. | | | --- | --- | --- | --- | 94% | 77 | 96% | 71 |
| 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 | | | | | | | | | | |
| Orem Juvenile | | | | | | | | | | |
| 1. The courthouse was easy to find. | 83% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 2. Parking was easy. | 100% | 6 | 89% | 9 | --- | --- | --- | --- | --- | --- |
| 3. I easily found the courtroom or office I needed. | 80% | 5 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 4. I felt safe in the courthouse. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 5. Security officers treated me with courtesy and respect. | 100% | 6 | 100% | 8 | --- | --- | --- | --- | --- | --- |
| 6. The forms I needed were easy to understand. | 83% | 6 | 83% | 6 | --- | --- | --- | --- | --- | --- |
| 7. The court met my needs for disability assistance. | 100% | 2 | 100% | 3 | --- | --- | --- | --- | --- | --- |
| 8. The court tries to remove language barriers | 100% | 4 | 100% | 7 | --- | --- | --- | --- | --- | --- |
| 9. The court's web site was useful. | 67% | 3 | 100% | 4 | --- | --- | --- | --- | --- | --- |
| 10. The court's hours made it easy to do my business. | 50% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 11. I finished my court business in a reasonable time. | 83% | 6 | 89% | 9 | --- | --- | --- | --- | --- | --- |
| 12. Court staff paid attention to my needs. | 100% | 3 | 89% | 9 | --- | --- | --- | --- | --- | --- |
| 13. I was treated with courtesy and respect. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 14. I am satisfied with my experience at the courthouse. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 15. I understood what happened in my case. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 16. I know what I should do next in my case. | 100% | 6 | 100% | 7 | --- | --- | --- | --- | --- | --- |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 19. The hearing was fair. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |
| 20. Both sides at the hearing were treated the same. | 100% | 6 | 100% | 9 | --- | --- | --- | --- | --- | --- |

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| 4th District | | | | | | | | | | |
| Provo | | | | | | | | | | |
| 1. The courthouse was easy to find. | 98% | 62 | 98% | 136 | 97% | 126 | 100% | 118 | 99% | 141 |
| 2. Parking was easy. | 95% | 59 | 92% | 134 | 93% | 120 | 93% | 114 | 86% | 136 |
| 3. I easily found the courtroom or office I needed. | 93% | 61 | 99% | 132 | 96% | 117 | 95% | 110 | 96% | 137 |
| 4. I felt safe in the courthouse. | 95% | 62 | 99% | 136 | 99% | 123 | 97% | 117 | 97% | 139 |
| 5. Security officers treated me with courtesy and respect. | 98% | 60 | 99% | 133 | 97% | 124 | 95% | 118 | 97% | 138 |
| 6. The forms I needed were easy to understand. | 92% | 39 | 90% | 86 | 86% | 77 | 96% | 89 | 94% | 102 |
| 7. The court met my needs for disability assistance. | 96% | 24 | 98% | 48 | 97% | 31 | 98% | 52 | 94% | 48 |
| 8. The court tries to remove language barriers | 93% | 30 | 99% | 82 | 96% | 72 | 97% | 67 | 100% | 75 |
| 9. The court's web site was useful. | 81% | 37 | 90% | 62 | 87% | 85 | 89% | 64 | 84% | 61 |
| 10. The court's hours made it easy to do my business. | 90% | 49 | 94% | 125 | 92% | 73 | 94% | 104 | 90% | 125 |
| 11. I finished my court business in a reasonable time. | 94% | 52 | 84% | 126 | 82% | 117 | 91% | 110 | 76% | 135 |
| 12. Court staff paid attention to my needs. | 98% | 50 | 93% | 121 | 93% | 120 | 94% | 105 | 94% | 131 |
| 13. I was treated with courtesy and respect. | 98% | 58 | 96% | 136 | 94% | 121 | 94% | 113 | 99% | 137 |
| 14. I am satisfied with my experience at the courthouse. | 97% | 58 | 91% | 136 | 89% | 122 | 92% | 112 | 94% | 137 |
| 15. I understood what happened in my case. | 93% | 41 | 92% | 100 | 94% | 82 | 92% | 83 | 95% | 98 |
| 16. I know what I should do next in my case. | 87% | 38 | 95% | 91 | 89% | 80 | 96% | 89 | 94% | 98 |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 95% | 38 | 94% | 98 | 85% | 82 | 95% | 62 | 91% | 91 |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 92% | 39 | 90% | 103 | 83% | 80 | 91% | 68 | 95% | 93 |
| 19. The hearing was fair. | 95% | 37 | 89% | 94 | 83% | 80 | 88% | 52 | 95% | 79 |
| 20. Both sides at the hearing were treated the same. | 89% | 36 | 87% | 91 | 86% | 72 | 91% | 56 | 93% | 81 |

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| 4th District | | | | | | | | | | |
| Provo Juvenile | | | | | | | | | | |
| 1. The courthouse was easy to find. | 89% | 19 | 100% | 30 | --- | --- | --- | --- | 100% | 60 |
| 2. Parking was easy. | 100% | 19 | 100% | 31 | --- | --- | --- | --- | 89% | 61 |
| 3. I easily found the courtroom or office I needed. | 100% | 19 | 100% | 31 | --- | --- | --- | --- | 98% | 59 |
| 4. I felt safe in the courthouse. | 100% | 19 | 100% | 31 | --- | --- | --- | --- | 100% | 63 |
| 5. Security officers treated me with courtesy and respect. | 100% | 19 | 100% | 30 | --- | --- | --- | --- | 100% | 63 |
| 6. The forms I needed were easy to understand. | 100% | 13 | 100% | 18 | --- | --- | --- | --- | 100% | 43 |
| 7. The court met my needs for disability assistance. | 100% | 6 | 100% | 14 | --- | --- | --- | --- | 100% | 25 |
| 8. The court tries to remove language barriers | 100% | 14 | 95% | 19 | --- | --- | --- | --- | --- | --- |
| 9. The court's web site was useful. | 82% | 11 | 100% | 10 | --- | --- | --- | --- | --- | --- |
| 10. The court's hours made it easy to do my business. | 100% | 17 | 100% | 26 | --- | --- | --- | --- | --- | --- |
| 11. I finished my court business in a reasonable time. | 94% | 17 | 96% | 26 | --- | --- | --- | --- | --- | --- |
| 12. Court staff paid attention to my needs. | 100% | 17 | 96% | 23 | --- | --- | --- | --- | --- | --- |
| 13. I was treated with courtesy and respect. | 100% | 19 | 100% | 26 | --- | --- | --- | --- | --- | --- |
| 14. I am satisfied with my experience at the courthouse. | 100% | 17 | 100% | 27 | --- | --- | --- | --- | --- | --- |
| 15. I understood what happened in my case. | 100% | 16 | 100% | 26 | --- | --- | --- | --- | --- | --- |
| 16. I know what I should do next in my case. | 100% | 16 | 100% | 25 | --- | --- | --- | --- | --- | --- |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 93% | 15 | 100% | 26 | --- | --- | --- | --- | --- | --- |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 93% | 15 | 100% | 26 | --- | --- | --- | --- | --- | --- |
| 19. The hearing was fair. | 94% | 16 | 100% | 25 | --- | --- | --- | --- | --- | --- |
| 20. Both sides at the hearing were treated the same. | 87% | 15 | 100% | 23 | --- | --- | --- | --- | --- | --- |

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| 4th District | | | | | | | | | | |
| Spanish Fork | | | | | | | | | | |
| 1. The courthouse was easy to find. | 100% | 11 | 97% | 35 | 100% | 21 | 98% | 40 | 100% | 40 |
| 2. Parking was easy. | 100% | 10 | 100% | 33 | 100% | 20 | 89% | 38 | 90% | 42 |
| 3. I easily found the courtroom or office I needed. | 100% | 11 | 100% | 35 | 100% | 20 | 100% | 40 | 97% | 38 |
| 4. I felt safe in the courthouse. | 100% | 11 | 100% | 35 | 100% | 20 | 100% | 39 | 95% | 42 |
| 5. Security officers treated me with courtesy and respect. | 100% | 11 | 97% | 35 | 100% | 20 | 100% | 34 | 90% | 41 |
| 6. The forms I needed were easy to understand. | 100% | 10 | 96% | 25 | 100% | 19 | 91% | 32 | 91% | 34 |
| 7. The court met my needs for disability assistance. | 100% | 8 | 100% | 12 | 100% | 4 | 35% | 40 | 100% | 19 |
| 8. The court tries to remove language barriers | 100% | 10 | 96% | 24 | 100% | 10 | 95% | 21 | 96% | 25 |
| 9. The court's web site was useful. | 100% | 9 | 100% | 17 | 93% | 14 | 87% | 15 | 95% | 19 |
| 10. The court's hours made it easy to do my business. | 100% | 11 | 94% | 33 | 70% | 10 | 95% | 37 | 86% | 36 |
| 11. I finished my court business in a reasonable time. | 80% | 10 | 94% | 35 | 95% | 21 | 95% | 39 | 98% | 140 |
| 12. Court staff paid attention to my needs. | 100% | 10 | 100% | 34 | 100% | 20 | 97% | 37 | 92% | 39 |
| 13. I was treated with courtesy and respect. | 100% | 11 | 97% | 35 | 100% | 21 | 100% | 38 | 95% | 41 |
| 14. I am satisfied with my experience at the courthouse. | 100% | 10 | 100% | 34 | 100% | 20 | 97% | 37 | 86% | 42 |
| 15. I understood what happened in my case. | 100% | 10 | 97% | 29 | 89% | 19 | 97% | 32 | 93% | 30 |
| 16. I know what I should do next in my case. | 100% | 10 | 100% | 26 | 84% | 19 | 97% | 31 | 100% | 28 |
| 17. The judge, commissioner, referee, or mediator listened to all sides. | 100% | 10 | 100% | 32 | 88% | 16 | 93% | 43 | 96% | 28 |
| 18. The judge, commissioner, referee, or mediator had the info needed. | 90% | 10 | 100% | 32 | 94% | 17 | 93% | 27 | 86% | 29 |
| 19. The hearing was fair. | 100% | 10 | 94% | 32 | 94% | 16 | 93% | 30 | 93% | 29 |
| 20. Both sides at the hearing were treated the same. | 100% | 10 | 97% | 31 | 93% | 15 | 92% | 26 | 93% | 30 |