Valley Research

Level of Public Trust and Confidence
Utah State Courts
October 2006

State Justice Institute

Prepared for:

The Administrative Office of the Utah State Courts

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I. Methodology

The Sample
The survey is based on telephone interviews conducted between June 28 and July 29, 2006 with 1,201 randomly selected respondents throughout Utah. Within each selected household, the adult with the most recent birthday was interviewed. The questionnaire was administered in full to every respondent. Nine attempts were made to call each telephone number and each selected adult respondent.

Survey
The Utah Public Trust and Confidence Survey questions were adapted from the California State Courts survey with the permission of the California Administrative Office of the Courts.

Sampling Error
The percentages reported for the entire sample are within plus or minus 2.8% of the percentages that would be found if all eligible respondents were interviewed. For example, if our survey showed that 50% of respondents answered a question in a certain way, then the comparable figure for the population would be somewhere between 47.2% and 52.8% at a 95% confident level.

Reducing Survey Biases
Conducting a survey of public attitudes involves many procedures that may inadvertently introduce bias into the results. Every effort was made to reduce such bias; unfortunately, it is difficult to accurately measure the extent of these biases. Good surveying techniques, interviewer training, and close interviewer supervision reduce the extent of these biases but they can never be entirely eliminated. It is possible that the results would have changed had the questions been reworded, reordered, or different interviewing techniques (e.g., face-to-face interviewing) implemented.

II. Overview

Respondents expressed a high level of confidence in the public institutions in Utah. Local police and sheriff ranked highest with an 83.9% confidence level and the Utah State Legislature ranked the lowest with a 69.0% confidence level.

The overall opinion of the Utah courts was good with a 76% rating on the positive options.

Only 12% of respondents said they had no familiarity with the courts. Those familiar with the Utah courts were most familiar with the district courts followed by the juvenile and justice courts.

One-third of the respondents at one time have needed information about the courts and have sought it at the counter in the courthouse and on the Internet. One hundred percent of those accessing the Utah State Courts website found it useful and 88% of those going to the courthouse for information found it useful.

When asked which of a selection of sources they used for information about the Utah courts, most indicated that television news was their primary source followed by newspapers and news magazine. The third most used source are television crime dramas and court reality programs such as Judge Judy, Law & Order, CSI, and Court TV.

Half of the respondents said they have had a personal experience with the courts. Most indicated it was a criminal matter followed by a civil matter. The reason for the contact, by most, was related to jury duty.

Nearly 6 out of 10 reported that the case with which they had the experience was resolved favorably. Thirty-six percent of those involved with the courts said the experience made them more confident in the system. Thirty-six percent said it made no difference. Twenty-seven percent said it made them less confident in the court system.

Twenty-six percent of the respondents said they had considered going to court but had decided not to. We asked them a series of 12 questions presenting possible reasons for not going to court and asked if those reason would prevent them from doing so. The same series of questions were asked to those saying they had not considered going to court. In this case we asked if there might be a reason that would make them consider not going to court. It was remarkable how closely the responses match in most cases.

Finally, the respondents were asked to rate how the Utah courts were doing in serving the public needs in the areas of protecting constitutional rights, providing public safety, reporting on the courts performance, generating revenues for

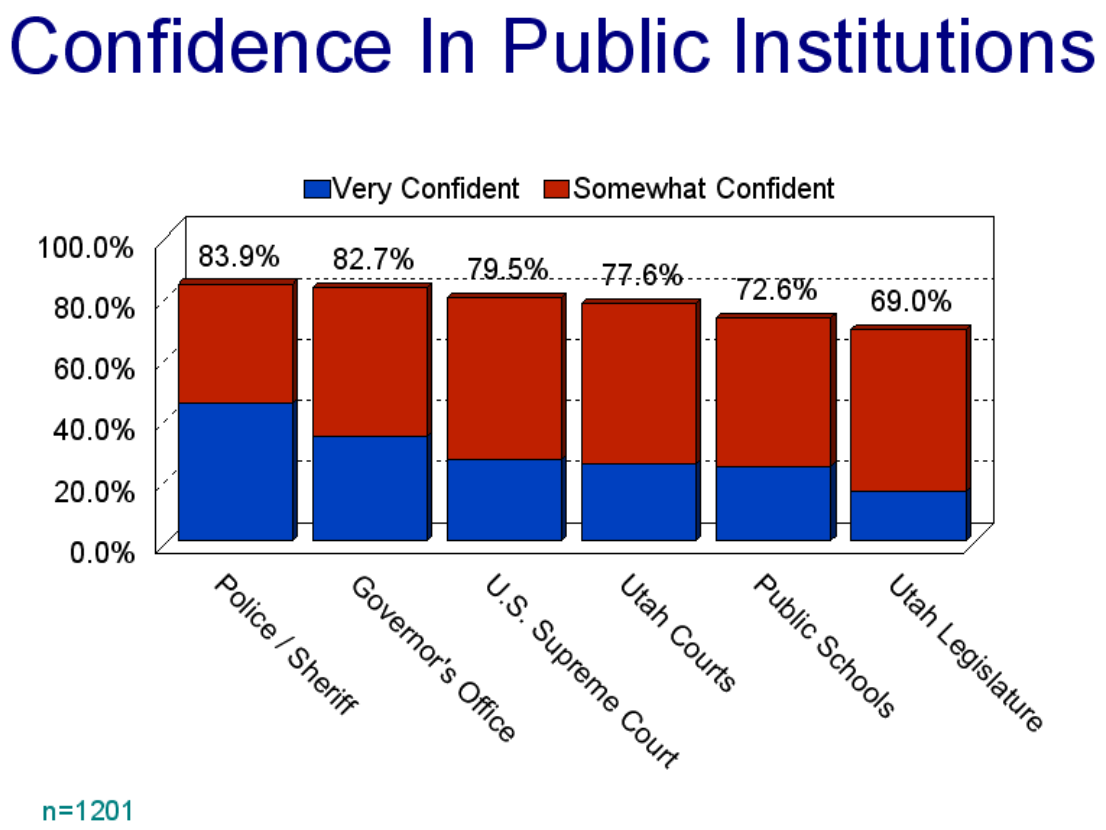
government, and assisting defendants to act as their own attorney. Then they were asked how important it was that the courts did these things. While they felt the Utah courts were doing very well in four of the five areas, they did not feel the courts were performing to the importance they place on these areas.

III. Report

ATTITUDES TOWARDS PUBLIC INSTITUTIONS

The first series of questions were asked to determine the confidence the respondents had in various public institutions including the Utah courts. The series of questions were rotated so that each respondent answered them in a different sequence to eliminate any position bias.

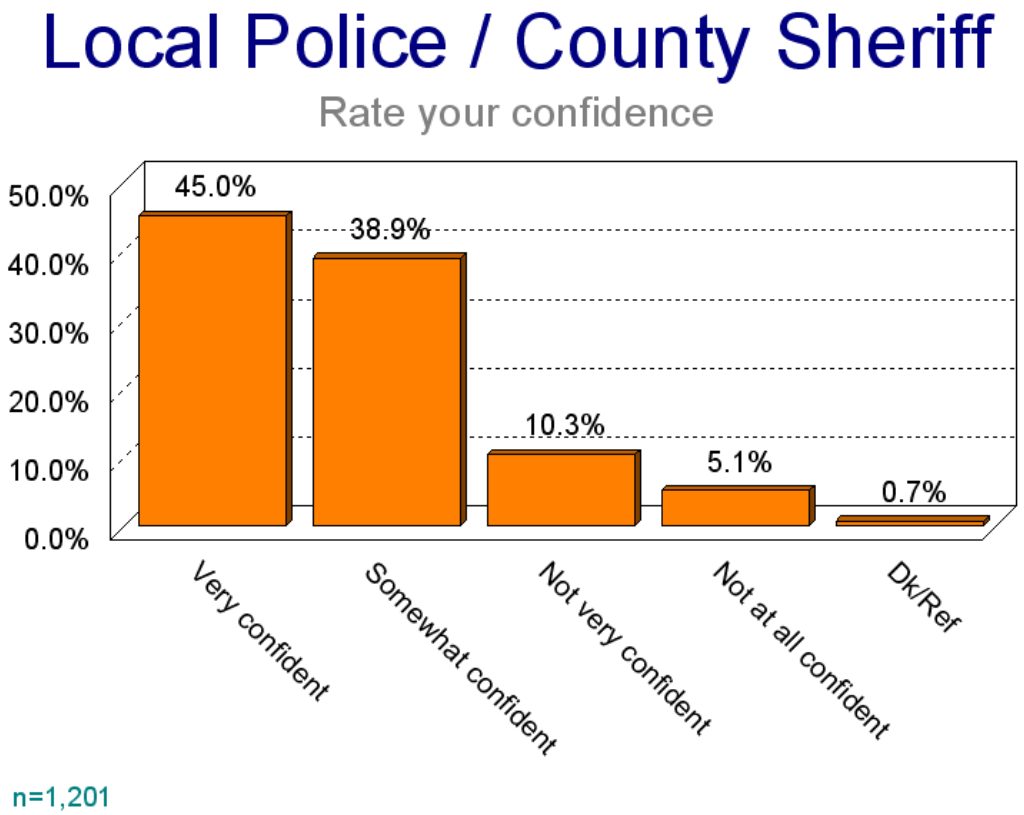
Summary Results:



Overall, respondents displayed a high level of confidence in all the institutions.

They had the highest level of confidence in their local police and sheriff and the lowest level of confidence in the Utah State Legislature. Detailed results of each are featured in the following graphics.

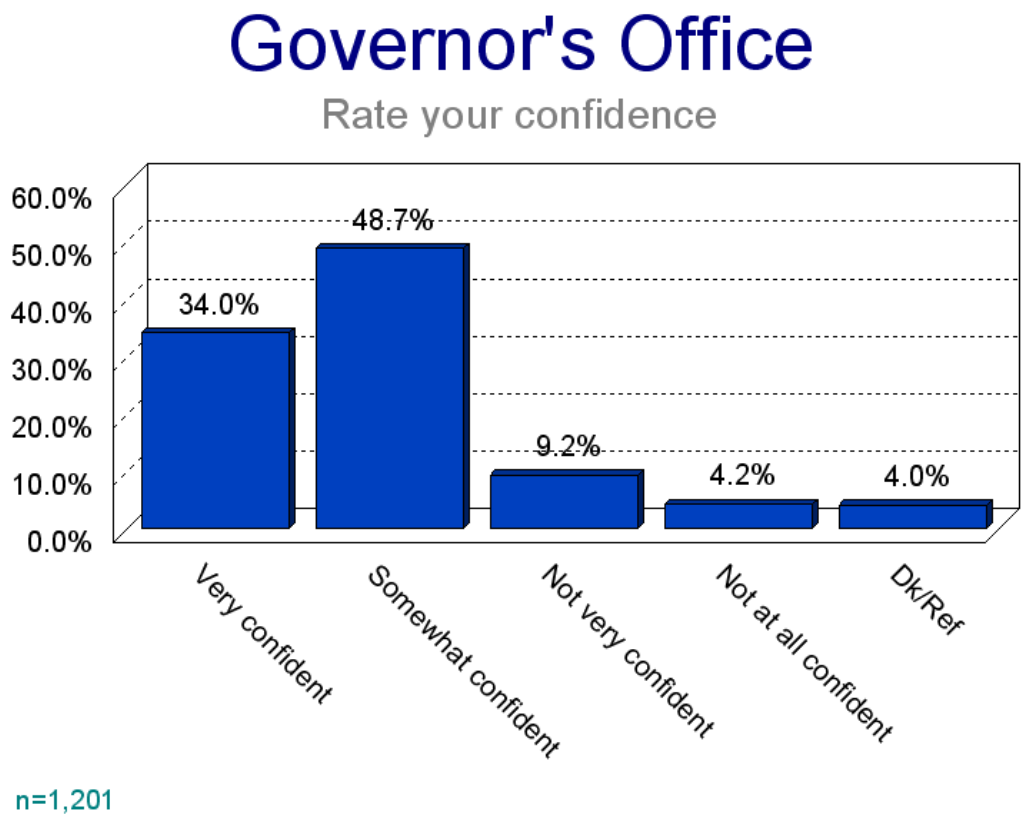
Q2
In general, how would you rate your **confidence** in your local Police Department or County Sheriff?



Eighty-four percent of the respondents indicated they had confidence in their local police and county sheriff.

There was a 10% higher confidence rate with the urban respondents than the rural respondents and the younger and lower income age groups were less confident. The Hispanic respondents had a significantly higher level of low confidence.

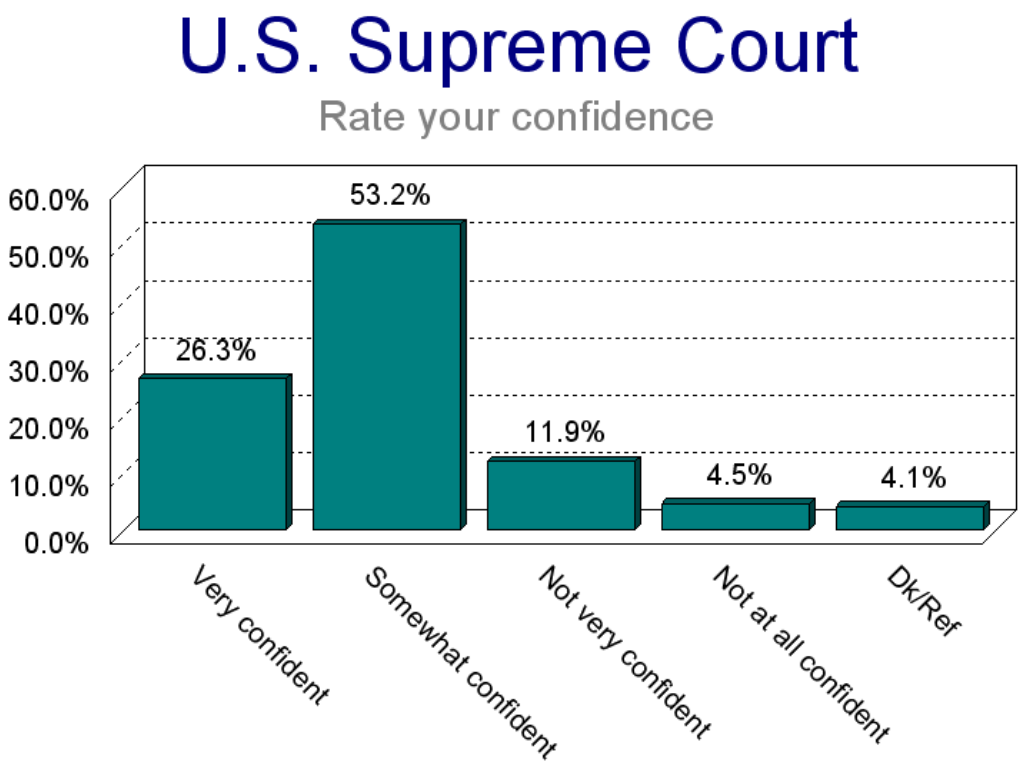
Q6
In general, how would you rate your **confidence** in the Governor's Office?



n=1,201

Next to the police and sheriff, the respondents had the most confidence in the Governor's Office. The only weakness appeared in the lowest income groups and the Hispanic group.

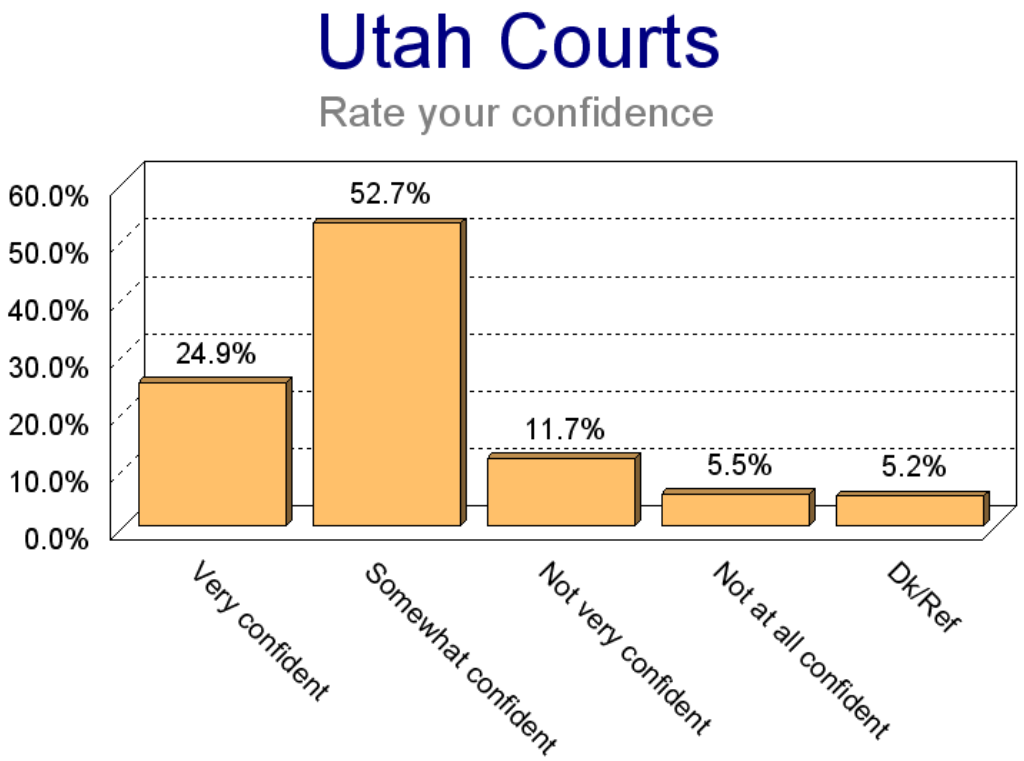
Q3
In general, how would you rate your **confidence** in the U.S. Supreme Court?



n=1,201

Overall, the confidence level was at 80%. Confidence was highest in the middle income and younger age groups.

Q4
In general, how would you rate your **confidence** in the Utah Courts?

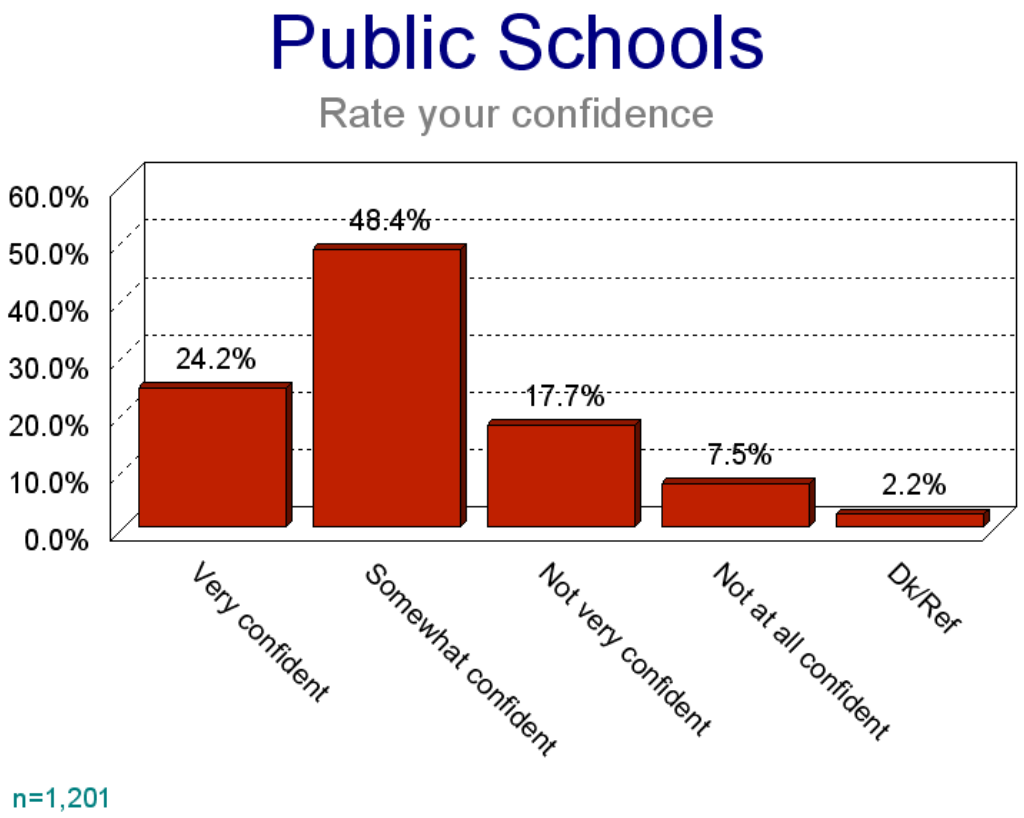


n=1,201

The confidence in the Utah Courts closely matches the confidence in the U.S. Supreme Court.

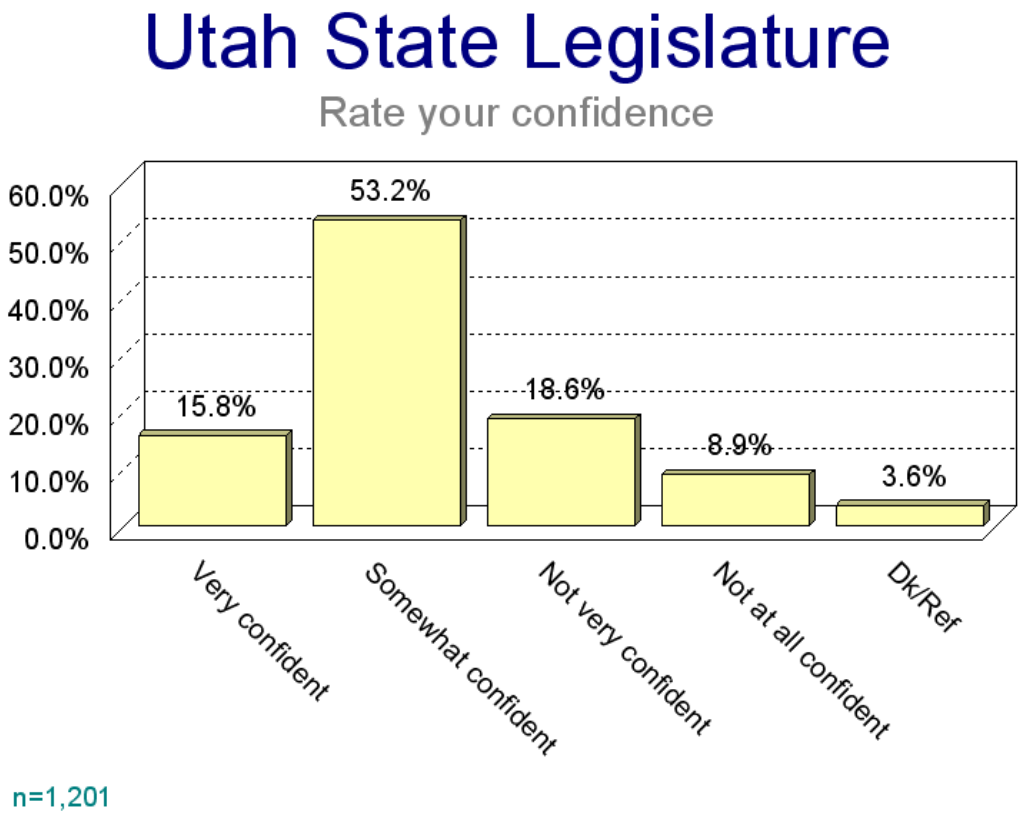
The youngest age group seemed to have the most confidence and the oldest age group the least confidence. The lowest income bracket had only a 55% confidence level versus the 78% overall confidence. The upper four income brackets had the most confidence exceeding the average by 10%. The Hispanic respondents have a lower level of confidence in the Utah courts.

Q1
In general, how would you rate your **confidence** in the Public Schools?



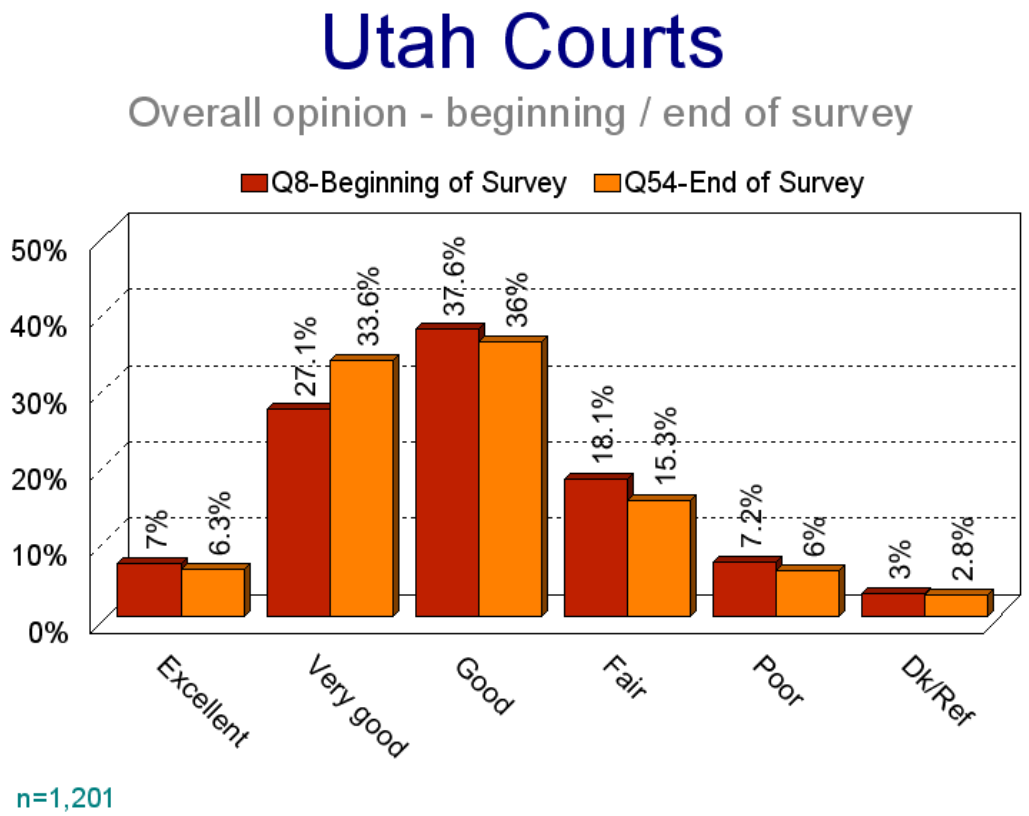
One in four respondents said they a very high level of confidence in the public schools. Overall, nearly three-fourths of the respondents expressed confidence. There were no significant differences among the age groups. Women tend to be more confident than the men. The middle to upper income groups were slightly higher.

Q5
In general, how would you rate your **confidence** in the Utah State Legislature?



The Utah State Legislature had the lowest overall confidence level of any of the public institutions. In the 55-64 and 65 or older age groups, the not very confident and not at all confident levels were 23% and 28%. Women had more confidence in the legislature than did men.

Q8 / Q54
Overall, what is your opinion of the Utah courts?

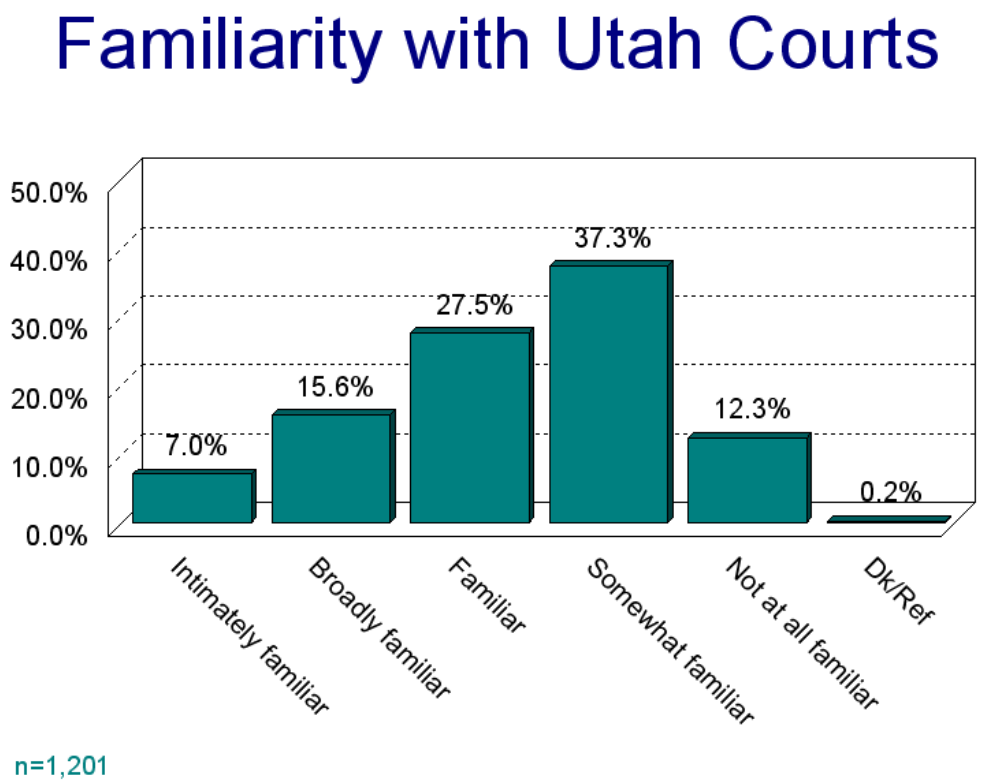


This question was asked twice. It was asked at the beginning of the survey to measure top-of-mind opinion. Then the question was asked again at the end of the survey to see if the questions about the courts and legal system had any effect on their opinion.

In this case, the effect was positive and improved their overall opinion about the Utah courts from 72% to 76% positive. The Hispanic group, however, rated the Utah courts fair and poor on a 2 to 1 ratio over the other respondents.

SUBJECTIVE KNOWLEDGE OF COURTS:

Q9 For the next questions, please **focus on just the Utah courts**.
The entire justice system includes courts, judges, lawyers, police, civil and criminal justice at both the state and federal levels. For all the rest of the questions, I'd like you to think **ONLY** about **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, again, does not include Federal Courts.
Which of the following best describes how familiar you are with the Utah courts?
1) Intimately familiar: know many details about the court's operation and organization
2) Broadly familiar: know some details about the court's operation and organization
3) Familiar: know about the court's operation and organization in general terms
4) Somewhat familiar: know very little about the court's operation and organization beyond location, name, etc.
5) Not familiar at all



Only 12% of the respondents said they had no familiarity with the Utah courts. Half of the respondents said they were intimately familiar, broadly familiar, or familiar with the courts. The lowest and the two highest income groups comprised the highest responses to be intimately familiar. However, the two highest income groups are small and therefore the data needs to be viewed with caution.

Q8 Opinion of Utah courts (At the beginning of survey) / Q9 Familiarity with courts

	Intimately	Broadly	Familiar	Somewhat	Not at all
Excellent	13.1%	9.1%	8.2%	4.7%	4.8%
Very good	13.1%	33.2%	27.4%	29.5%	20.4%
Good	27.4%	28.3%	36.5%	43.1%	41.5%
Fair	16.7%	18.2%	20.7%	17.0%	16.3%
Poor	29.8%	11.2%	6.4%	2.9%	4.8%
Don't know	0.0%	0.0%	0.9%	2.9%	12.2%
Count	**84**	**187**	**329**	**448**	**147**

Q54 Opinion of Utah courts (At the end of the survey) / Q9 Familiarity with courts

	Intimately	Broadly	Familiar	Somewhat	Not at all
Excellent	16.5%	7.0%	6.4%	3.6%	8.1%
Very good	20.0%	36.4%	35.8%	33.7%	33.1%
Good	18.8%	29.9%	33.9%	44.9%	31.8%
Fair	18.8%	20.3%	17.3%	12.5%	10.8%
Poor	23.5%	5.3%	5.8%	3.1%	5.4%
Don't know	2.4%	1.0%	0.9%	2.2%	10.8%
Count	**84**	**187**	**329**	**448**	**147**

At the beginning of the survey, nearly one in three of those intimately familiar with the Utah courts had a poor opinion of the courts. That dropped significantly when the question was asked again at the end of the survey and their excellent and very good opinion increased significantly. All other degrees of familiarity had a much higher opinion of the Utah courts.

Q9 Familiarity with the courts / D5 Education

	Less than High Sch	High School	Some College	College graduate	Some Graduate	Grad/Prof
Intimately	6.3%	7.4%	5.1%	6.7%	6.7%	13.8%
Broadly	9.4%	10.6%	15.9%	15.5%	17.8%	27.6%
Familiar	25.0%	24.5%	29.7%	27.3%	37.8%	26.7%
Somewhat	43.8%	42.9%	36.8%	36.1%	31.1%	27.6%
Not at all	15.6%	14.2%	12.3%	14.2%	6.7%	4.3%
Count	**32**	**282**	**391**	**330**	**45**	**116**

Those with graduate or professional degrees were most familiar with the Utah courts at the intimately and broadly familiar levels. Across most educational groups the familiarity was in the somewhat familiar range.

The following tables show how very important the Internet is in providing information.

Q9/Q11							
Familiarity with the Utah Courts / Where did you go for this information (First Response)							
391	**Court Web**	**Courthouse**	**Attorney**	**Internet**	**Phone Bk**	**Total**	**Average**
Intimately	13.5%	21.6%	19.0%	11.9%	0.0%	50	16.1%
Broadly	32.4%	23.2%	21.4%	28.6%	27.3%	80	25.8%
Familiar	27.0%	24.8%	42.9%	35.7%	31.8%	96	31.0%
Somewhat	24.3%	28.0%	14.3%	22.6%	36.4%	77	24.8%
Not at all	2.7%	2.4%	2.4%	1.2%	4.5%	7	2.3%
Total	**37**	**125**	**42**	**84**	**22**	**310**	**79.4%**

Q9/Q11							
Familiarity with the Utah Courts / Where did you go for this information (First Response)							
391	**Court Web**	**Courthouse**	**Attorney**	**Internet**	**Phone Bk**	**Total**	**Average**
Intim. / Broad.	45.9%	44.8%	40.5%	40.5%	27.3%	130	41.9%
Familiar	27.0%	24.8%	42.9%	35.7%	31.8%	96	31.0%
SW / Not at all	27.0%	30.4%	16.7%	23.8%	40.9%	84	27.1%
Total	**37**	**125**	**42**	**84**	**22**	**310**	**79.4%**

Eighty percent of 391 respondents who said they have had to get information about the courts got their information from these five sources in their first response.

Those intimately familiar used the courthouse and attorneys above average. However, if court website and Internet are combined, together they are the number one source. Those broadly familiar use the court website, Internet, and phone book more frequently that the courthouse and attorneys. Those familiar use attorneys and the Internet above average. Again, if you combine the two Internet sources they are number one.

If we combine the intimately and broadly familiar categories, the court website and the Internet combined to be overwhelmingly the top source of information. Those less familiar with the courts use the phone book most frequently followed by the courthouse as the source of their information.

In another section, we asked specifically about getting information about the courts from various media and entertainment sources. The follow tables compare those sources of information with those having various degrees of familiarity with the courts. Below are comparisons for those using the sources often and sometimes and then a comparison combining often and sometimes.

For example, 23.7% of those intimately familiar often get their information from the Internet, but only 8.4% use the newspaper. Twenty-three point seven percent of those broadly familiar often get their information from the Internet, but 20.1% use the newspaper.

Significantly, 42.5% those somewhat familiar often get their information about courts from TV dramas. It was their number one source by 8%.

Q9 / Q14-18							
Familiarity with the Utah Courts / How often get information from…							
OFTEN	**Internet**	**Newspaper**	**Radio**	**TV News**	**TV Dramas**	**Total**	**Average**
Intimately	23.7%	8.4%	8.1%	7.9%	8.6%	101	9.3%
Broadly	23.7%	20.1%	17.6%	13.6%	11.2%	173	15.9%
Familiar	27.6%	32.1%	31.8%	33.9%	24.0%	332	30.6%
Somewhat	13.2%	30.3%	32.4%	34.5%	42.5%	362	33.4%
Not at all	11.8%	9.1%	10.1%	10.2%	13.7%	117	10.8%

By combining the intimately and broadly familiar categories

Q9 / Q14-18	**Internet**	**Newspaper**	**Radio**	**TV News**	**TV Dramas**	**Total**	**Average**
Intim / Broad	47.4%	28.5%	25.7%	21.5%	19.7%	274	25.3%
Familiar	27.6%	32.1%	31.8%	33.9%	24.0%	332	30.6%
SW / Not at all	25.0%	39.4%	42.6%	44.6%	56.2%	479	44.1%

The intimately and broadly familiar indicated they used the Internet much more frequently for their information compared to any other source. However, 56.2% of the somewhat and not at all familiar respondents get their information from TV dramas most frequently.

Q9 / Q14-18							
Familiarity with the Utah Courts / How often get information from…							
SOMETIMES	**Internet**	**Newspaper**	**Radio**	**TV News**	**TV Dramas**	**Total**	**Average**
Intimately	9.3%	5.1%	4.7%	5.2%	4.3%	91	5.4%
Broadly	24.2%	15.9%	16.3%	16.5%	11.9%	277	16.3%
Familiar	30.8%	29.0%	33.2%	26.7%	30.1%	501	29.5%
Somewhat	31.9%	42.3%	37.3%	41.7%	42.4%	680	40.1%
Not at all	3.8%	7.7%	8.5%	10.0%	11.3%	148	8.7%

Q9 / Q14-18	Internet	Newspaper	Radio	TV News	TV Dramas	Total	Average
Intim / Broad	33.5%	21.0%	21.0%	21.7%	16.2%	368	21.7%
Familiar	30.8%	29.0%	33.2%	26.7%	30.1%	501	29.5%
SW / Not at all	35.7%	50.0%	45.8%	51.7%	53.6%	828	48.8%

A similar pattern is found in those using the information sources sometimes.

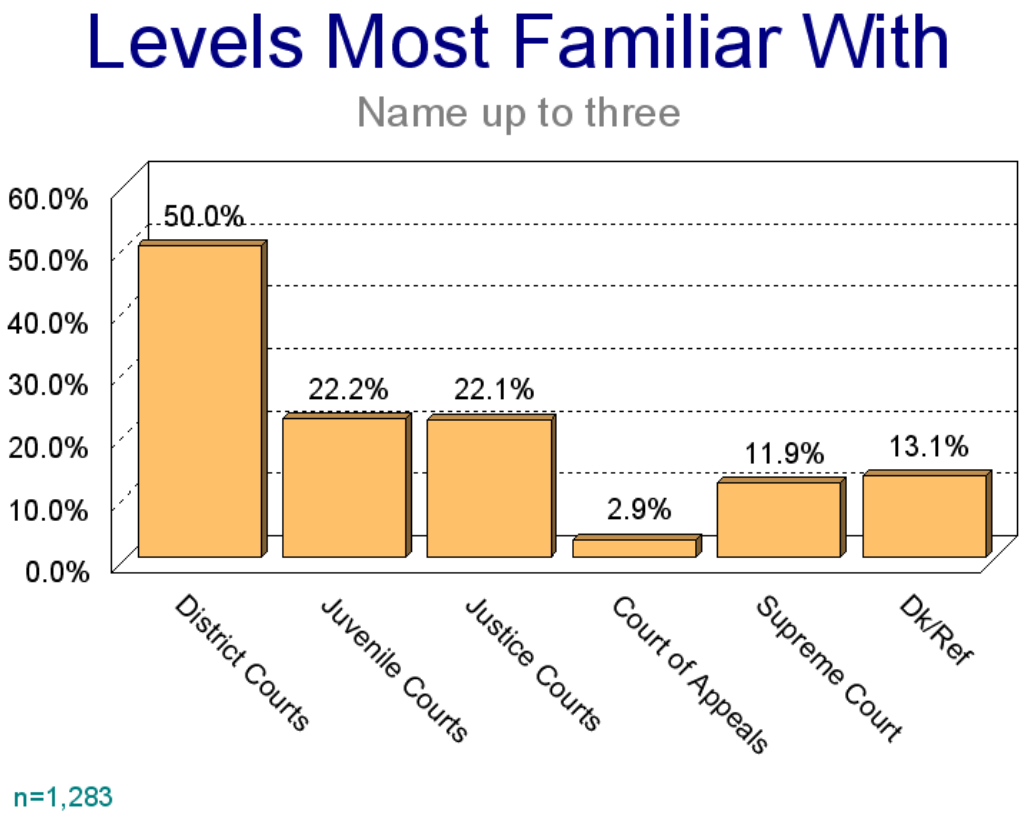
Q9 / Q14-18							
Familiarity with the Utah Courts / How often get information from…							
Often/Sometimes	**Internet**	**Newspaper**	**Radio**	**TV News**	**TV Dramas**	**Total**	**Average**
Intimately	13.6%	6.4%	5.8%	6.4%	6.2%	192	6.9%
Broadly	24.0%	17.6%	16.7%	15.2%	11.6%	450	16.2%
Familiar	29.8%	30.2%	32.8%	29.7%	27.5%	833	29.9%
Somewhat	26.4%	37.5%	35.8%	38.6%	42.4%	1042	37.5%
Not at all	6.2%	8.3%	9.0%	10.1%	12.3%	265	9.5%

Q9 / Q14-18	Internet	Newspaper	Radio	TV News	TV Dramas	Total	Average
Intim / Broad	37.6%	24.0%	22.5%	21.6%	17.8%	642	23.1%
Familiar	29.8%	30.2%	32.8%	29.7%	27.5%	833	29.9%
SW / Not at all	32.6%	45.8%	44.8%	48.7%	54.8%	1307	47.0%

Combining the results of the often and sometime, the Internet remained the most used source for information followed by newspaper. While we have no way of actually knowing, we would suspect radio was slightly higher because it is often listened to during the day in the work environment and during drive time in the automobile. Also, news and talk radio are popular formats and more information, issues and news are covered versus the 15 minutes of news content of the late news.

Once again, the Internet as a primary source of information is confirmed.

Q9A
Which branch or branches of the state courts would you say you are most familiar with: (Probe for up to three responses.)



Those answering they had some familiarity with the courts were asked with which levels of the court they had the most familiarity. Up to three answers were accepted. There were a total of 1,283 responses by the 1,050 respondents indicating that most have familiarity with only one level of the court system. Only 61 had familiarity with more than two levels.

Rural respondents skewed higher in familiarity with the juvenile courts and the urban respondents with the Supreme Court. Women were more likely to be familiar with the juvenile courts and men with the district and supreme courts.

Q9A / Q11							
Familiarity with state courts levels/Where did you go for this information (First Response)							
373	**Court Web**	**Courthouse**	**Attorney**	**Internet**	**Phone Bk**	**Total**	**Average**
District	57.9%	51.2%	50.0%	59.5%	55.0%	165	54.5%
Juvenile	13.2%	18.2%	22.5%	9.5%	10.0%	46	15.2%
Justice	18.4%	19.0%	15.0%	15.5%	15.0%	52	17.2%
Appeals	5.3%	1.7%	0.0%	0.0%	0.0%	4	1.3%
Supreme	5.3%	4.1%	7.5%	10.7%	5.0%	20	6.6%
Don't Know	0.0%	5.8%	5.0%	4.8%	15.0%	16	5.3%

Eighty-one percent of the 373 respondents who said they needed information, used these five sources and also answered their familiarity with the levels of the courts.

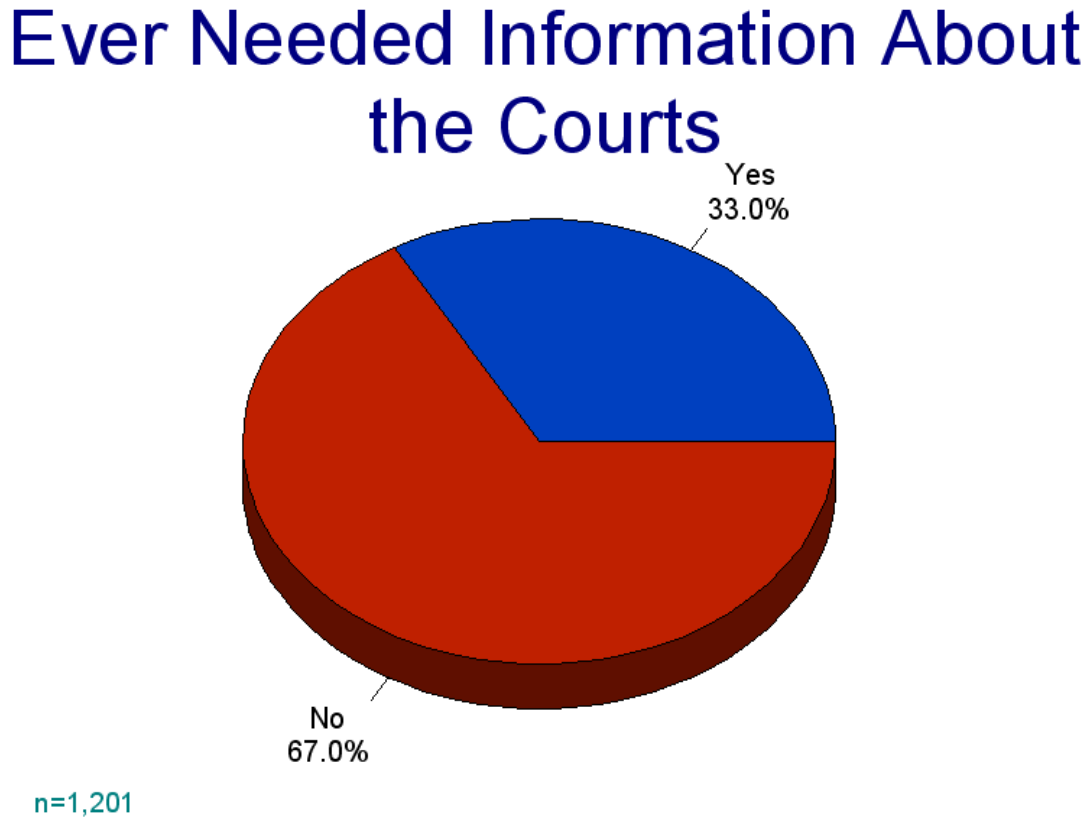
While more than half of those familiar with the district courts used all five sources, once again the court website and the Internet combine to be the top source.

Those most familiar with the juvenile courts relied on attorneys as much as the Internet for their information. Those familiar with the justice courts used all sources with the court website and Internet combining to be the top source.

SOURCES OF INFORMATION:

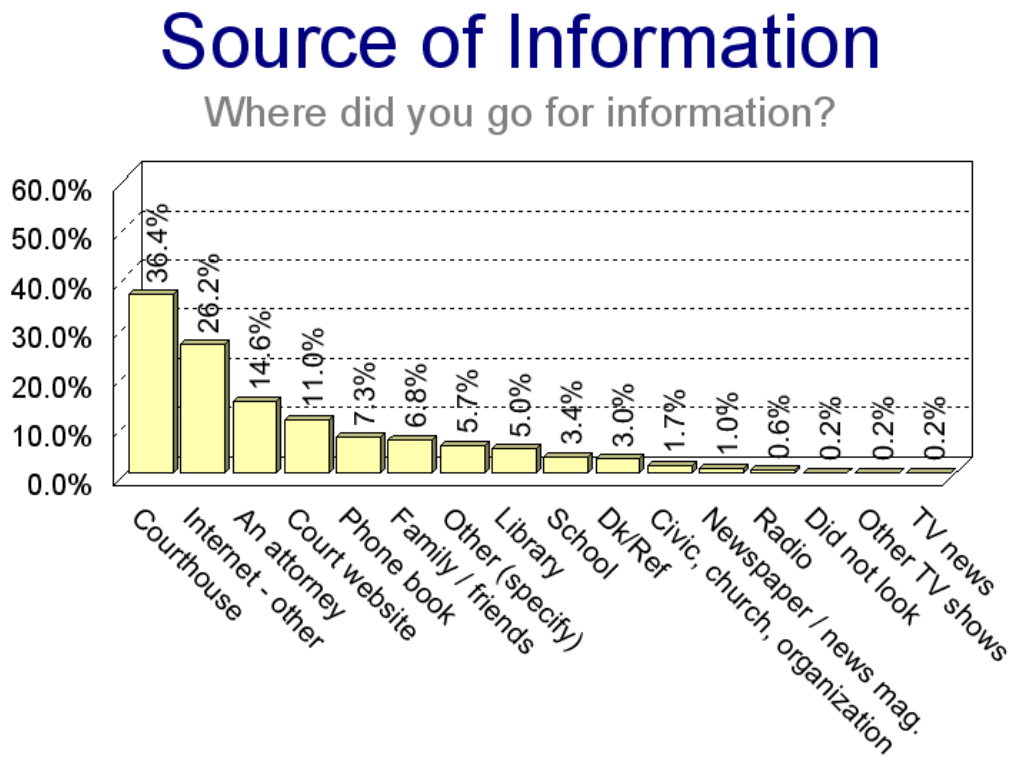
Q10

Have you ever needed to get information about the courts?



Only one-third of the respondents said they have ever needed information about the courts. The 65 plus age group respondents answered “no” 2 to 1 over the other age groups. And the upper income groups answered yes more frequently. The Hispanic group was 7% higher than the overall percentage.

Q11
Where did you go for this information?
DO NOT READ. [Enter all that apply.] [Probe once: Anywhere else?]



n=482 (Total exceeds 100% due to multiple answers)

There were 390 respondents eligible to answer this question, but they could answer more than once so there were a total of 482 responses. Most went to the courthouse for their information and the next most went to the general Internet. Because the list was not read, it is possible that a number of those answering generically "Internet" might have gone to the court website. Combining the court website and the Internet makes the Internet the leading source for information with a 37.2%.

Urban residents were more likely to use the Internet and the rural residents were more likely to go to the courthouse. The three younger age groups were strong in both going to the courthouse and using the Internet. There were no particular trends in the income breakouts. The Hispanic group skewed slightly higher in courthouse visits and slightly lower on Internet usage.

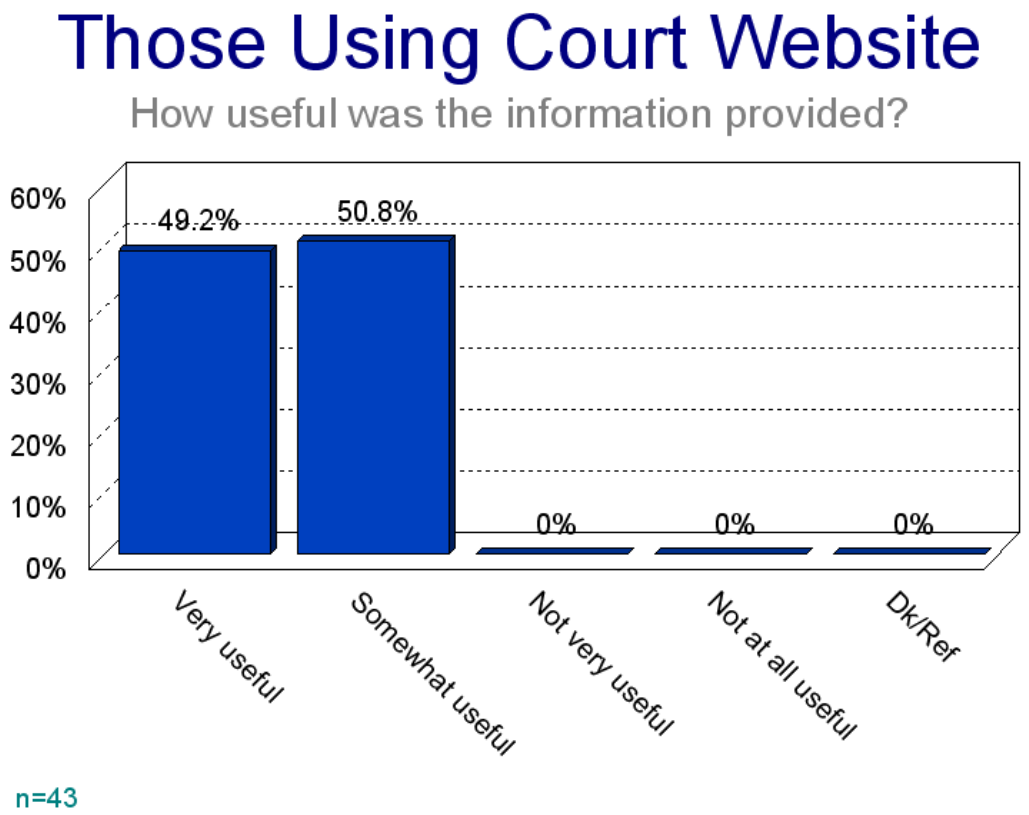
Those responding with a source of information other than those on the list are detailed on the following page.

Q11 Other	Count
Government Office	5
Judge	1
Law Enforcement	5
Mail / Literature	3
Paralegal	2
Phone	4
Prepaid Legal Svc.	1
Free Legal Svc.	1
Other	2

Verbatim Comments:

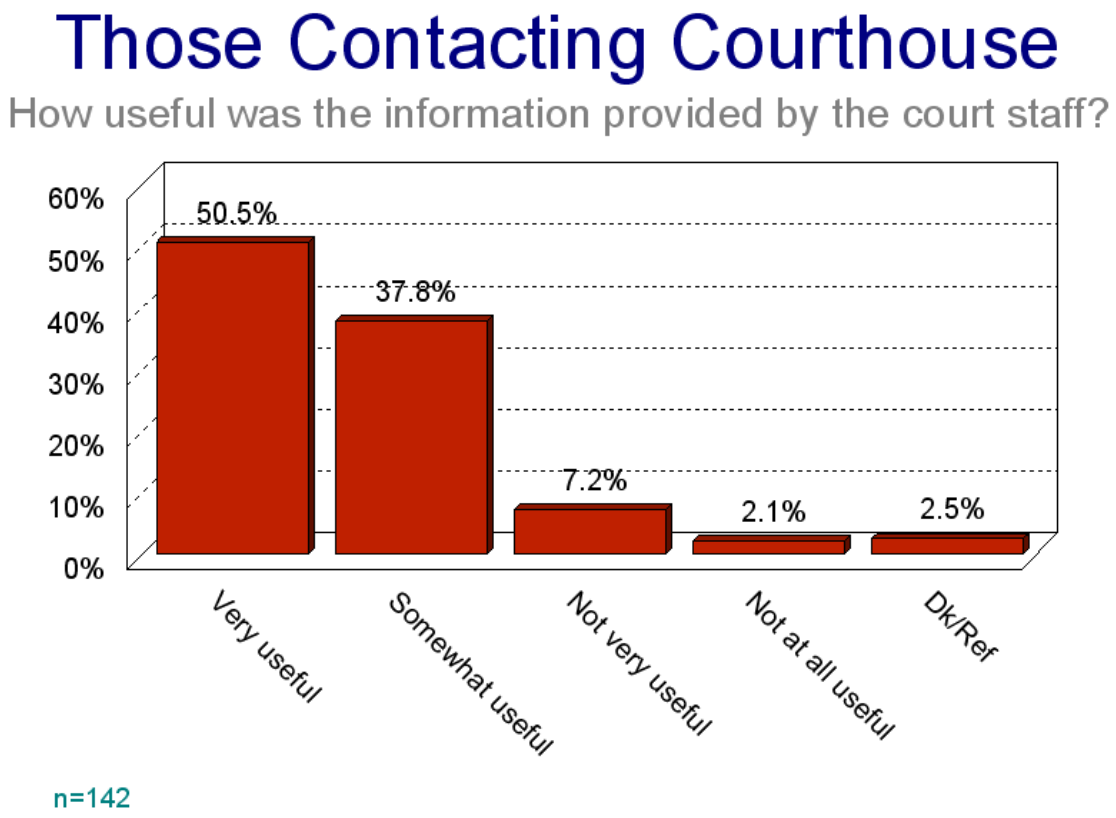
Q11Oth
ATTORNEY GENERAL'S OFFICE.
CALLED LT. GOVERNOR.
CALLED.
CALLING.
COPS.
COUNTY SHERIFF.
DIDN'T FIND INFORMATION .
DIVISION OF CONSUMER AFFAIRS.
FREE LEGAL SERVICES.
GOVERNOR'S OFFICE.
I CALLED. I PICKED UP THE PHONE AND CALLED.
IT CAME IN THE MAIL.
JUDGE.
PAMPHLETS ON JURY DUTY.
MAIL.
PARALEGAL.
PARALEGAL.
PHONE CALL.
POLICE ASSOCIATION.
POLICE DEPARTMENT.
POLICE FIRST, AND THEN THE COUNTY PROSECUTOR.
PREPAID LEGAL SERVICES.
WORKED AT THE IRON COUNTY JAIL.

Q12 [Those answering court website in Q11 answered this question]
How useful was the information provided by the Court website?



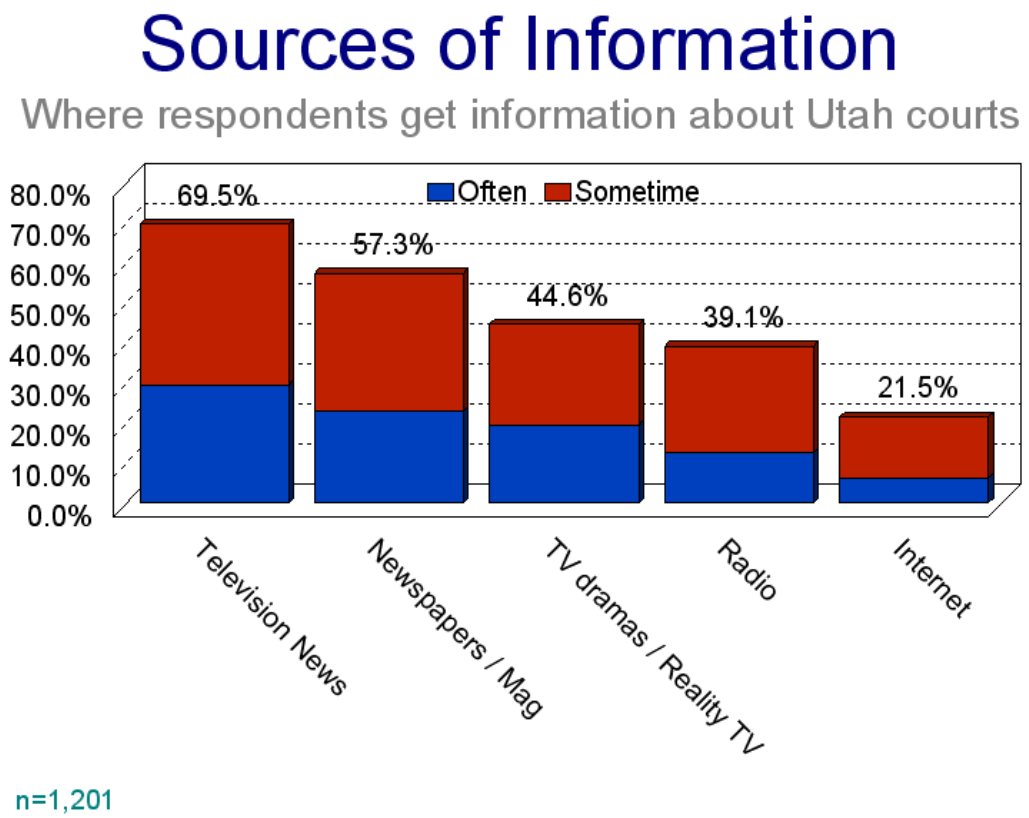
The 43 respondents specifically naming the court website found it useful in providing the information they were seeking. The group is too small to draw any meaningful cross tabulation.

Q13 [Those answering courthouse in Q11 answered this question]
How useful was the information provided by the Court staff?



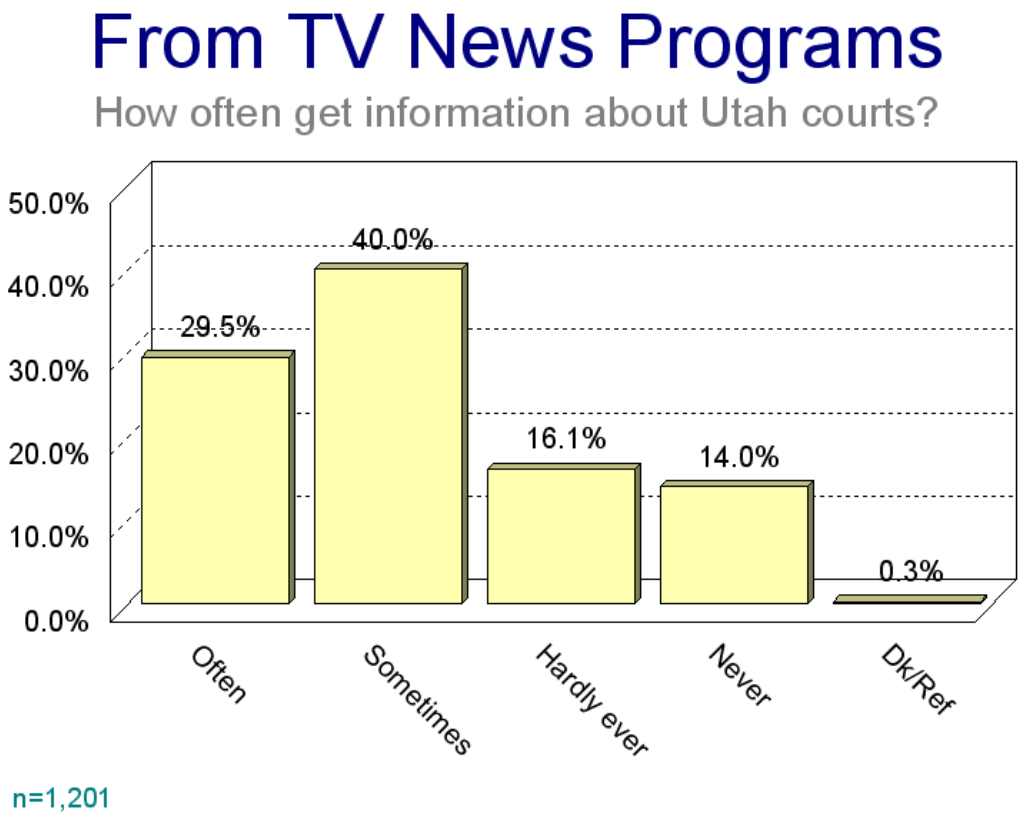
Eight-eight percent of those going to the courthouse for their information found the information they received to be useful. Again the groups are too small for significant cross tabulation.

Sources of information about the Utah courts:



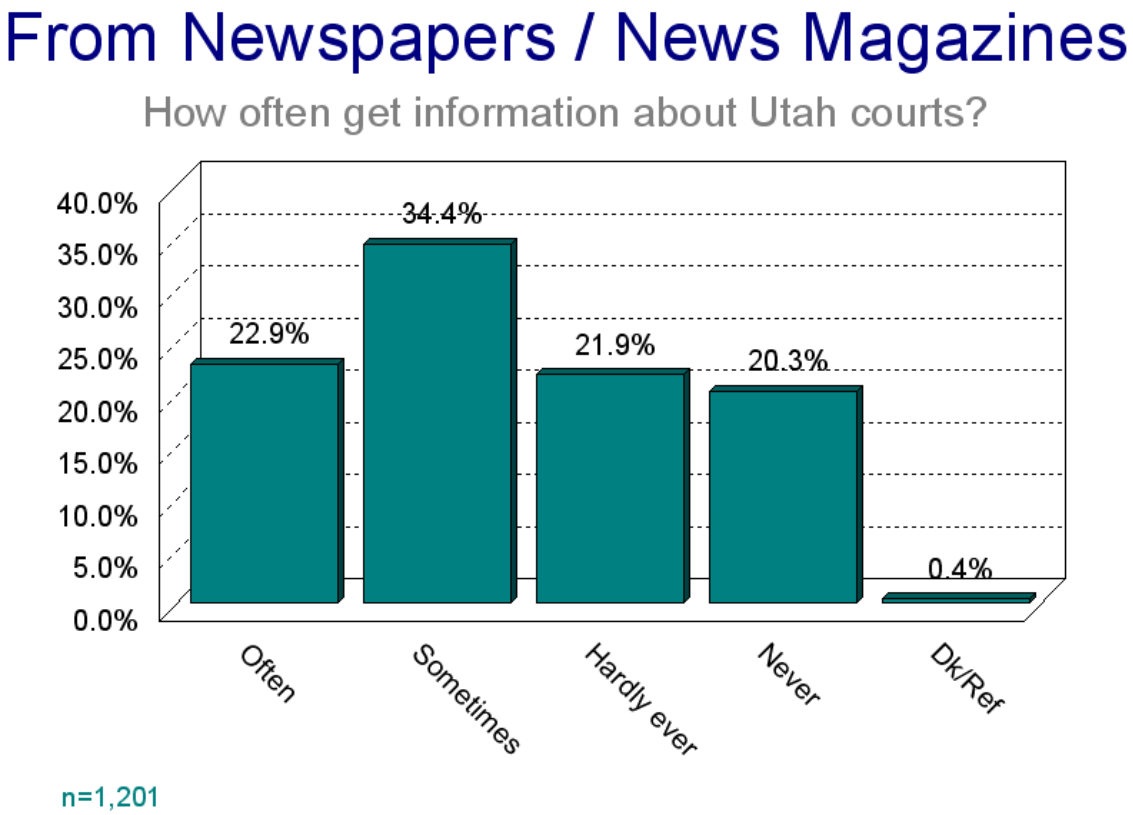
Television news, newspapers, and news magazines are the top sources of information about the Utah courts. A significant number of people say they get their information about the courts from television programs such as Judge Judy, Law and Order, CSI, and Court TV.

Q17
How often do you get information about the Utah courts from TV news programs?



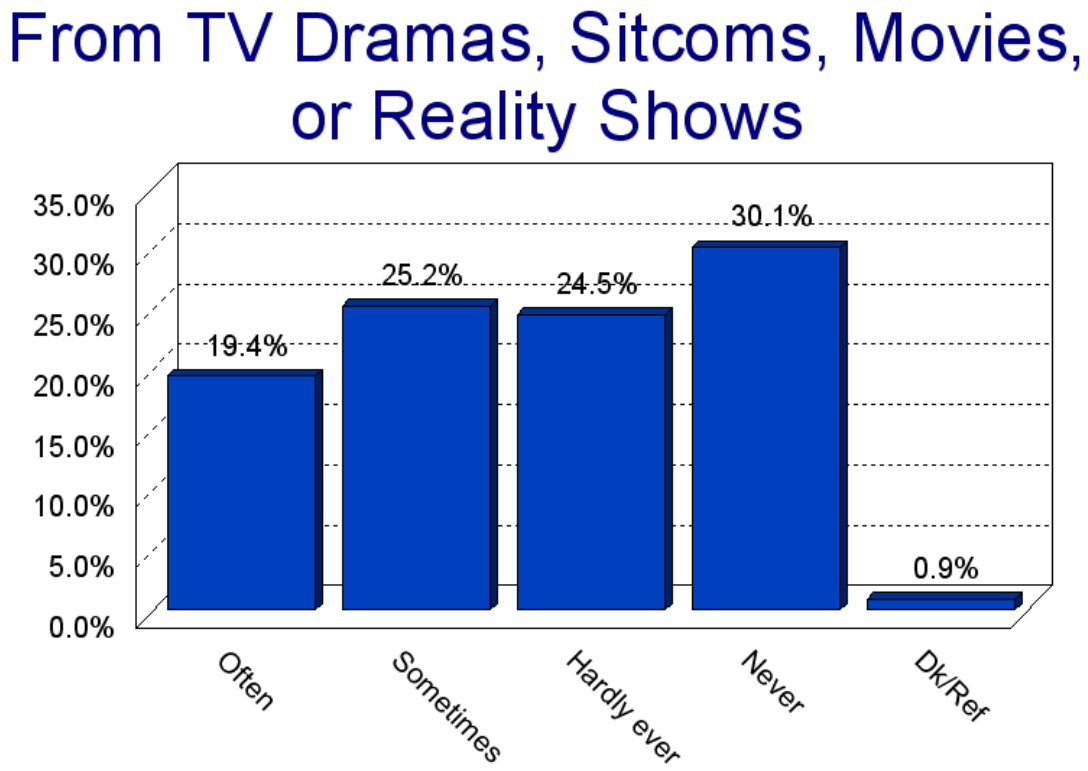
Seven out of ten respondents often get their information from TV news program: The 45 plus age groups utilized this source more frequently than the younger age groups.

Q15
How often do you get information about the Utah courts from newspapers or news magazines?



Nearly two out of three respondents get information about the Utah courts from the newspaper or news magazines. Not surprisingly, this skews to the older age groups and higher income groups.

Q18
How often do you get information about how courts work from TV dramas, sitcoms, movies or reality shows such as Judge Judy, Law & Order, or CSI?

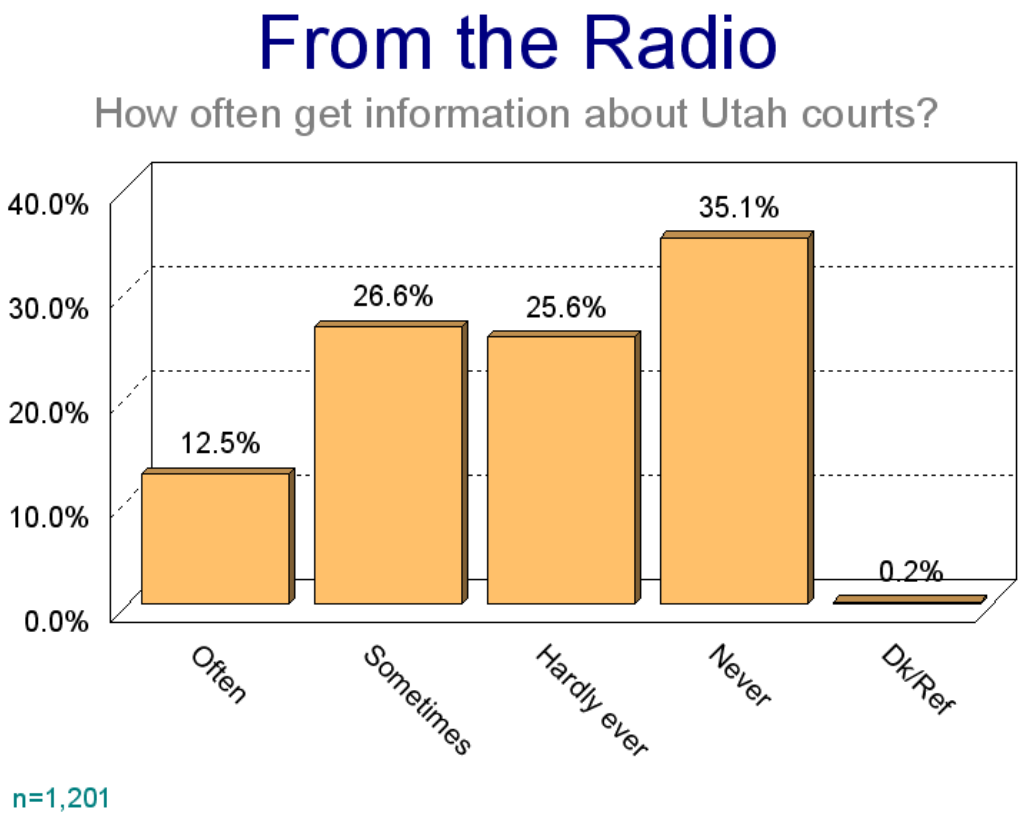


n=1,201

Forty-five percent said they often or sometime got their information about how courts work from television programs such as Judge Judy, Law & Order, CSI, dramas, sitcoms, movies or reality shows such as Court TV.

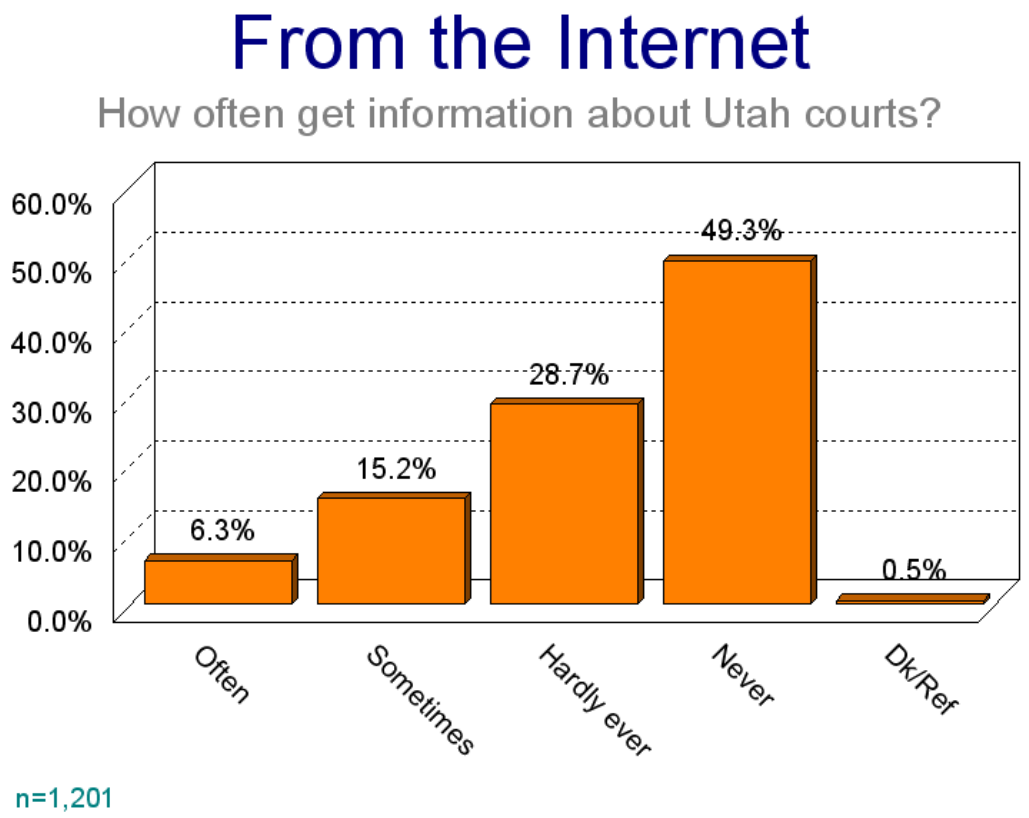
Rural respondents were more likely to use this source as were the 18-24 year old respondents. Sixty-seven percent of the Hispanic groups said they utilize this source.

Q16
How often do you get information about the Utah courts from the Radio?



Thirty-nine percent say radio is a source of information. There was nothing significant in the demographic cross tabulations.

Q14
How often do you get information about the Utah courts from the Internet?



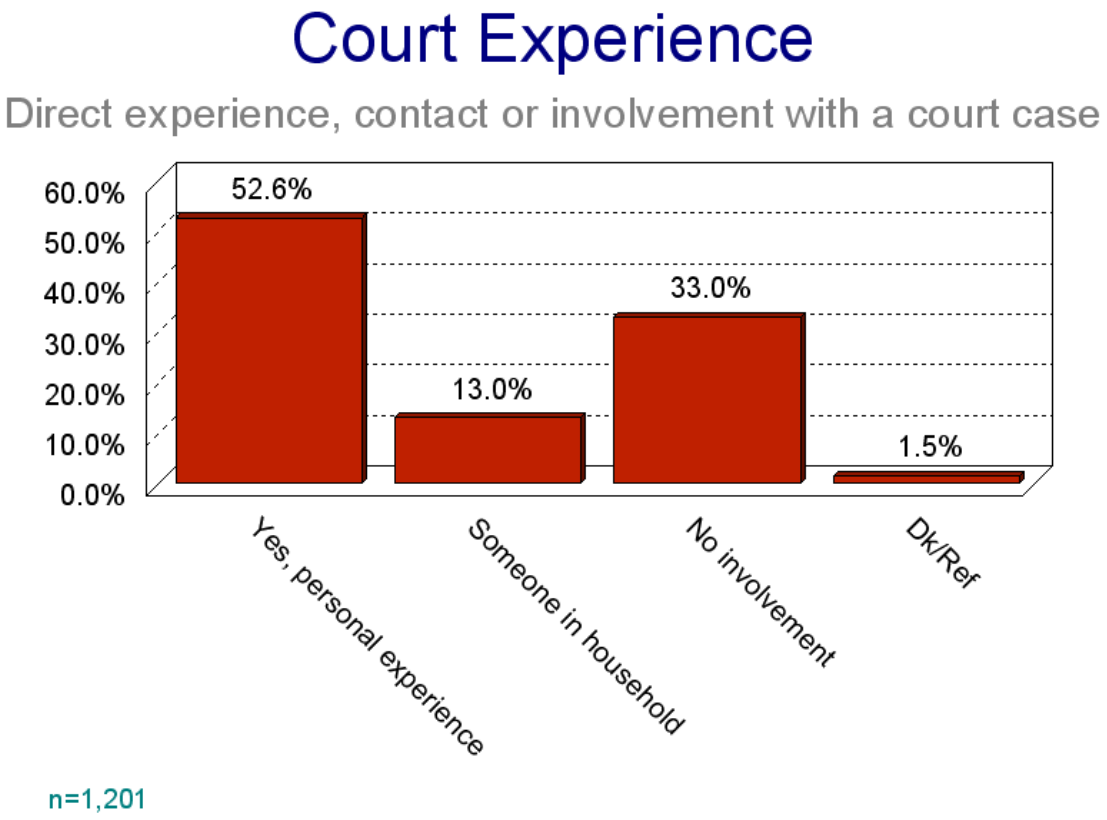
Nearly half of the respondents have never access the Internet for information about Utah courts. Three out of four respondents hardly ever or never access the Internet for this information.

Nearly a third of the respondents indicated they needed information about the courts at sometime and 83% of the respondents indicated they have access to the Internet.

COURT EXPERIENCE:

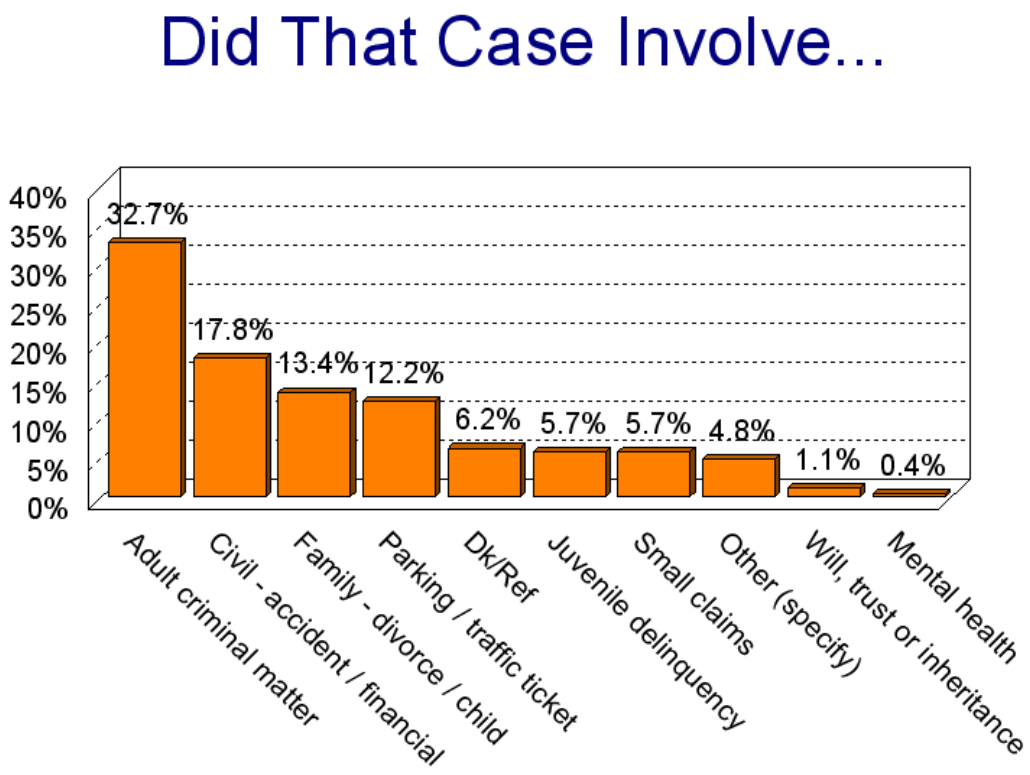
Q19

Have you or anyone in your household ever 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?



About half of the respondents have had direct experience, contact or involvement with a court case. This experience increases with age, but someone in the household was strongest in the 18-24 age group.

Q20
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...



n=631

Parking and traffic tickets and juvenile delinquency matter were strongest in the 18 to 24 year old age group. Criminal matters were nearly even across all age groups. Parking and traffic tickets more prevalent with men and family matters more prevalent with women. Urban respondents were stronger in parking and civil matters and rural respondents in family and criminal matters. The Hispanic group skewed slightly higher in civil matter and juvenile cases.

Other (Specify):

Q20 Other	Count
Friend	2
Jury duty	15
Jury dismissed	5
Miscellaneous	10

Verbatim Comments:

Q20Oth
A CASE OF A FRIEND.
CALLED TO JURY DUTY.
CONSTITUTIONAL MATTER.
DEALT WITH MANY.
DEATH.
ENDED UP GETTING DISMISSED.
I WAS CALLED AS A JUROR, BUT CASE WAS DISMISSED.
IT WAS ABOUT A UDOT SIGN, WAS ON A COUNCIL.
JOB SHADOW.
JURY DUTY.(14)
MEDIATED.
OLYMPICS TRIAL.
PAROLE OFFICER.
PARTICIPATED IN UNIVERSITY OF UTAH MOCK TRIAL FOR LAW STUDENTS INSIDE THE COURTHOUSE.
SENT SUMMONS FOR JURY DUTY, BUT ONLY PERMANENT RESIDENT, NOT CITIZEN, SO NOT CONTACTED FURTHER.
SETTLED OUT OF COURT.
SUPPORTING A FRIEND.
WAS CALLED TO JURY DUTY, BUT NEVER SERVED.
WITNESS.

Q4 Confidence in the courts / Q20 Case involved…

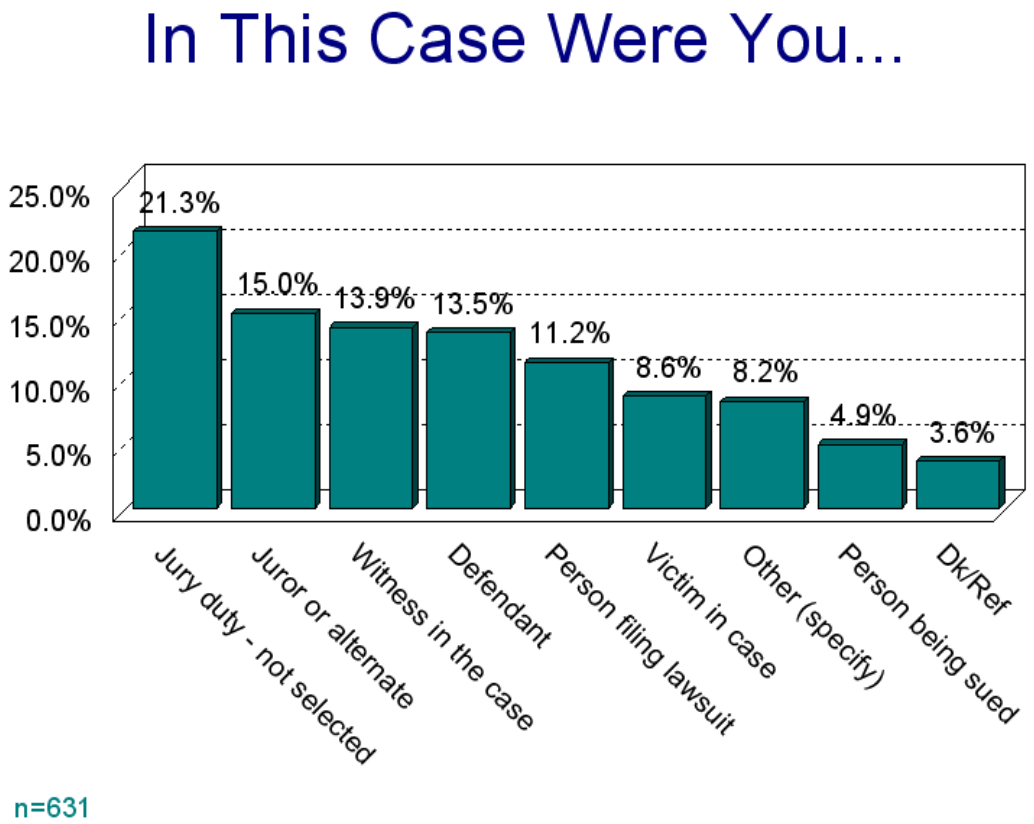
	Parking Traffic Ticket	Civil Accident Injury	Family Divorce Custody	Adult Criminal
Very confident	18.4%	23.2%	24.7%	24.6%
Somewhat confident	57.9%	58.0%	47.1%	49.3%
Not very confident	13.2%	8.9%	20.0%	16.1%
Not at all confident	9.2%	7.1%	5.9%	3.2%
Don't Know	1.3%	2.7%	2.4%	0.0%
	76	**112**	**85**	**207**

(Note: Only these four groups had sufficient responses to cross tabulate)

Four of the areas of involvement with the Utah courts had enough respondents to cross tabulate with their confidence in the Utah courts from question four.

The results were consistent across all four groups with 70% to 80% being very confident or somewhat confident.

Q21
In this case were you...



Being called to jury duty or chosen to serve on a jury increased steadily as age increased. Women were also more likely to serve on jury duty. The younger age groups were more likely to be directly involved as a defendant, witness, or victim. And the lower income respondents were more likely to be defendants. The Hispanic group indicated they were half as likely to be called for or sit on a jury and much more likely to be the person filing a suit, being sued, being a defendant, or being the victim.

The actual jury demographics, based on the 2003-2005 statewide jury survey of 2,351 jurors, do not agree with the age data above. The juries were evenly distributed in the 18 through 49 age groups and then declined significantly in the age groups between 50 and 70 plus years of age. The women, however, did skew higher in the juror surveys by 53% to 47% men.

See next page for other comments.

Other (Specify):

Q21 Other	Count
Attorney	5
Court officer	2
Family / Relative	21
Observer / friend	25
Miscellaneous	3

Verbatim Comments:

Q21 Other
A RELATIVE.
AN ATTORNEY.
AN OBSERVER. I WAS THE NURSE WHERE I WORKED AT.
ATTORNEY.
BAILIFF.
CALLED IN BY SOMEONE.
COUNSEL, REPRESENTING ONE OF THE PARTIES.
FAKE WITNESS IN MOCK TRIAL FOR LAW STUDENTS' PRETEND CASE IN THE COURTHOUSE.
FAMILY MEMBER WAS A VICTIM.
FAMILY MEMBER. (3)
I ONLY WENT TO OBSERVE.
I WAS A FAMILY MEMBER TO BOTH DEFENDANT AND VICTIM.
I WAS ACCOMPANYING MY SON ON A CASE HE HAD IN COURT. IT WAS A CRIMINAL CASE. HE WAS CHARGED.
I WAS JUST SUPPORTING SOMEONE.
I WAS JUST THERE IN THE COURTHOUSE.
I WAS THERE FOR MORAL SUPPORT FOR A VICTIM.
I WAS THERE FOR SUPPORT.
INTERPRETER.
IT WAS MY HUSBAND WHO HAD THE DWI.
IT WAS SOMEONE'S DIVORCE CASE.
JUST AN OBSERVER.
JUST WATCHING.
KNEW THE PERSON.
ME AND MY WIFE ACCOMPANIED MY DAUGHTER ON THIS CIVIL CASE.
MOTHER OF PERSON BEING CHARGED.
MOTHER OF THE VICTIM. (2)
MY SON WAS BEING SUED FOR AN ACTION.
OBSERVER. (6)
PARALEGAL (2)
RELATED TO PERSON INVOLVED IN ACCIDENT, TRYING TO BE SUPPORTIVE.
SON HAS BEEN THROUGH A DIVORCE, A CUSTODY EVALUATION.
SPECTATOR. KNEW THE PARTY INVOLVED.
SPECTATOR. ONE OF MY COLLEAGUES WAS ARGUING THE CASE.

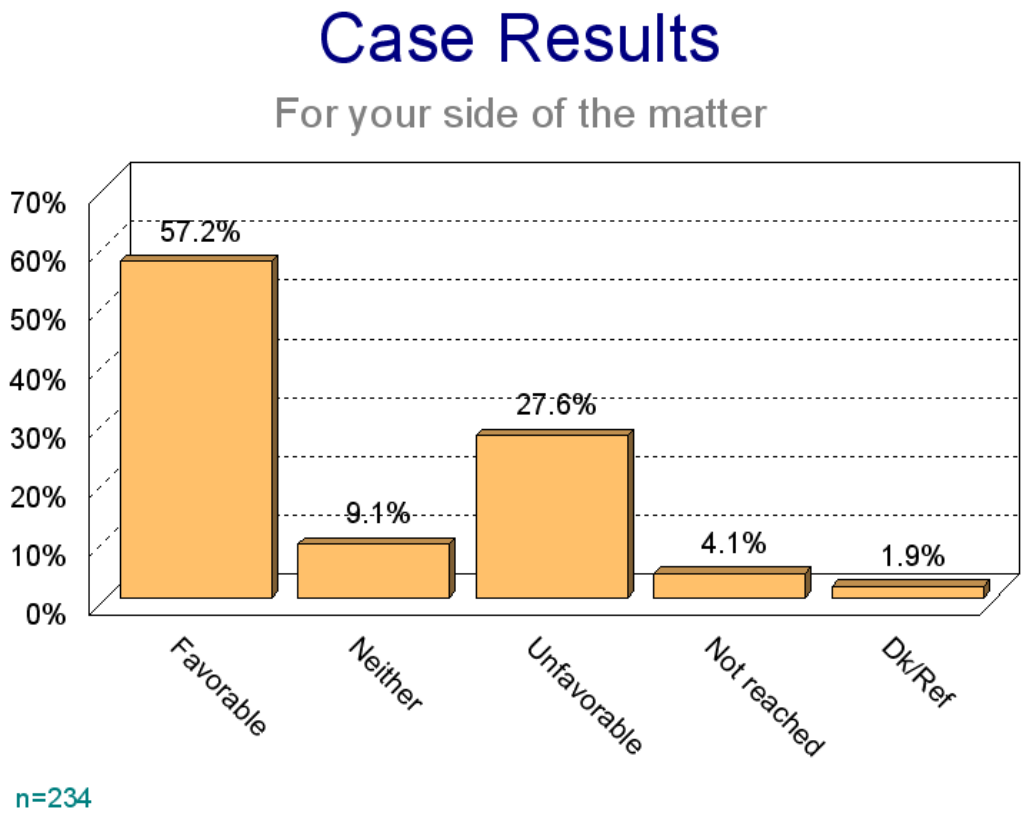
SPOUSE OF THE VICTIM.
SUPPORT COORDINATOR.
SUPPORTER.
SUPPORTING SON.
SUPPORTING THE DEFENDANT.
THE FOSTER PARENT.
THE MOTHER.
THERE FOR SUPPORT.
TO HELP A FRIEND.
WAS AT NEPHEW'S HEARING.
WAS INTERESTED IN THE OUTCOME.
WE WENT TO OBSERVE.
WENT TO WATCH.
WIFE OF A WITNESS.
WIFE OF THE DEFENDANT.
WITH THE VICTIM.

Q4 Confidence in the Courts / Q21 In this case were you…

	Called for jury	**Served on jury**	**Person filing suit**	**Person being sued**	**Witness in case**	**Defend -ant**	**Victim in case**
Very confident	29.1%	24.2%	28.6%	9.7%	31.8%	11.9%	16.7%
Somewhat confident	50.7%	63.2%	42.9%	61.3%	42.0%	54.6%	51.9%
Not very confident	12.7%	6.3%	17.1%	9.7%	12.5%	21.4%	16.7%
Not at all confident	4.5%	5.3%	7.1%	16.1%	10.2%	10.7%	13.0%
Don't Know	3.0%	1.1%	4.3%	3.2%	3.4%	1.2%	1.9%
Count	**134**	**95**	**70**	**31**	**88**	**84**	**54**

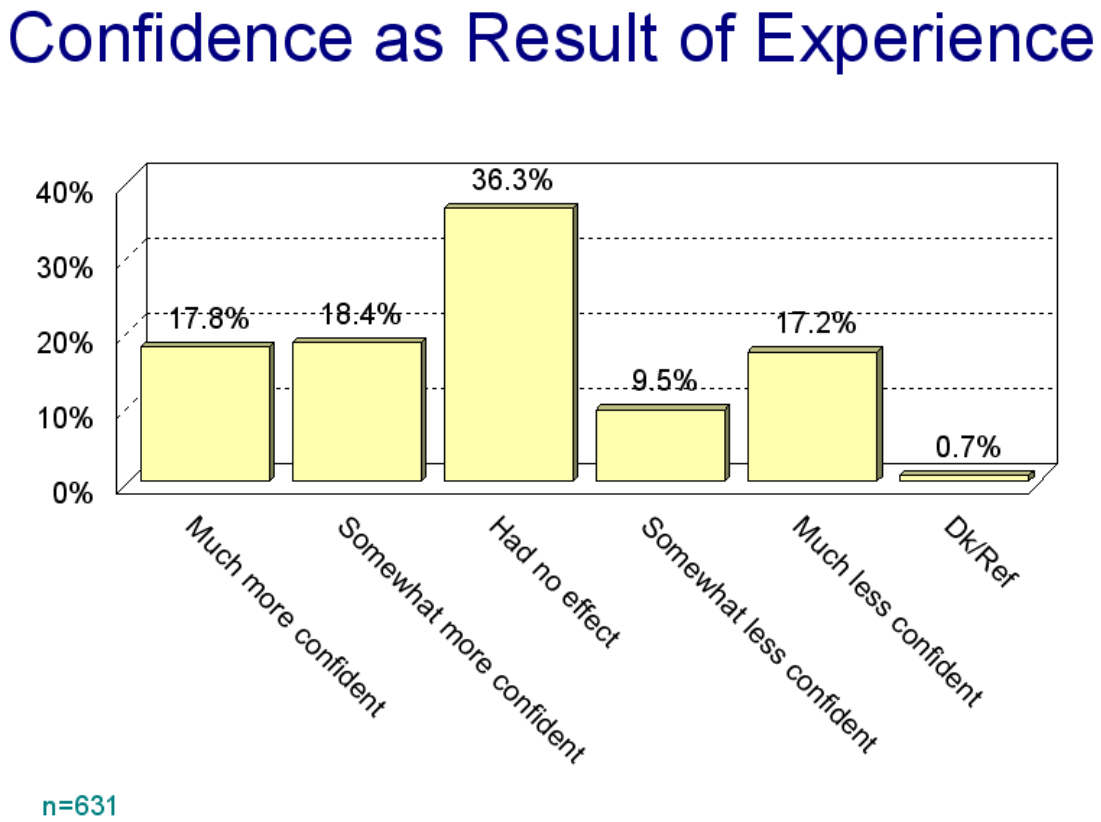
Those called for jury duty, but not serving and those serving on a jury expressed a slightly higher confidence level in the Utah courts than did those directly involved in a case. Only one in three victims said they were not very or not at all confident. And only about one-fourth of all the others directly involved in a case expressed a negative confidence.

Q22
Was the result of this case favorable or unfavorable for your side of the matter?



The lowest income group reported a greater percentage of unfavorable results. In all other income groups the favorable results were greater than the unfavorable. The youngest age group, which is the most directly involved, also had the highest percent of unfavorable results. Women indicated higher favorable results than did the men.

Q23
Did this experience make you more confident or less confident in the courts or did it have no effect?



In a cross tabulation of those having favorable and unfavorable outcomes, 45% of those with favorable results were much more or somewhat more confident as a result. However, 75.4% of those with unfavorable results had somewhat or much less confidence as a result. Those with unresolved cases also had less confidence. Women tended to be more confident as a result of their favorable results.

In a cross tabulation of the two major ethnic groups – Caucasian and Hispanic – there was no significant difference in the outcome percentages and whether they were more or less confident as a result. Because of the small size of the Hispanic group (20) in comparison to the Caucasian group (133), caution must be exercised in drawing comparisons.

This table explores the relationship between the respondent's involvement and experience with the court system and whether it made the respondent more or less confident in the courts.

Q21 / Q23									
Effect of experience with the courts on confidence in the courts.									
Confidence	**Called jury - Not selected**	**Called jury - Selected**	**Filed lawsuit or action**	**Person being sued**	**Witness**	**Defendant**	**Victim**	**Other**	**Average**
Much More	13.4%	20.0%	18.6%	15.6%	19.5%	15.1%	18.5%	23.1%	18.0%
Somewhat More	15.7%	30.5%	17.1%	6.3%	12.6%	9.3%	20.4%	32.7%	18.1%
Had No Effect	63.4%	33.7%	31.4%	28.1%	35.6%	25.6%	24.1%	15.4%	32.2%
Somewhat Less	1.5%	7.4%	14.3%	28.1%	9.2%	15.1%	9.3%	11.5%	12.1%
Much Less	4.5%	8.4%	18.6%	21.9%	23.0%	34.9%	27.8%	15.4%	19.3%
Total	**134**	**95**	**70**	**32**	**87**	**86**	**54**	**52**	**610**
Much / SW More	29.1%	**50.5%**	35.7%	21.9%	32.1%	24.4%	38.9%	**55.8%**	36.1%
Had No Effect	**63.4%**	33.7%	31.4%	28.1%	35.6%	25.6%	24.1%	15.4%	32.2%
SW / Much Less	6.0%	15.8%	32.9%	**50.0%**	32.2%	**50.0%**	37.1%	26.9%	31.4%
Total	**134**	**95**	**70**	**32**	**87**	**86**	**54**	**52**	**610**

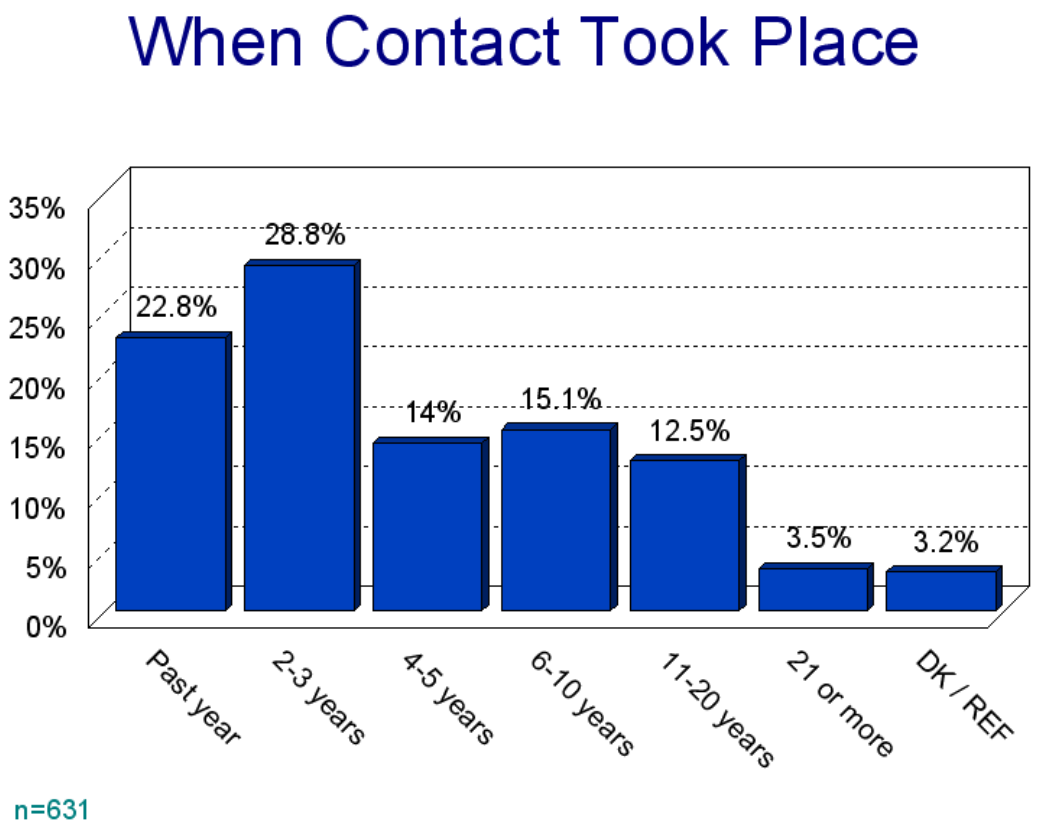
Only those respondents saying their involvement was the person being sued or the defendant in a case indicated a higher level of being somewhat or much less confident in the courts. However, nearly one in four of those in these two group felt it made them much more or somewhat more confident.

Half of those who were called to jury duty and served on a jury came away much more or somewhat more confident in the courts. Less than one in six serving on a jury said they were less confident.

Those in the other group classification were attorneys, court personnel, police or just observers.

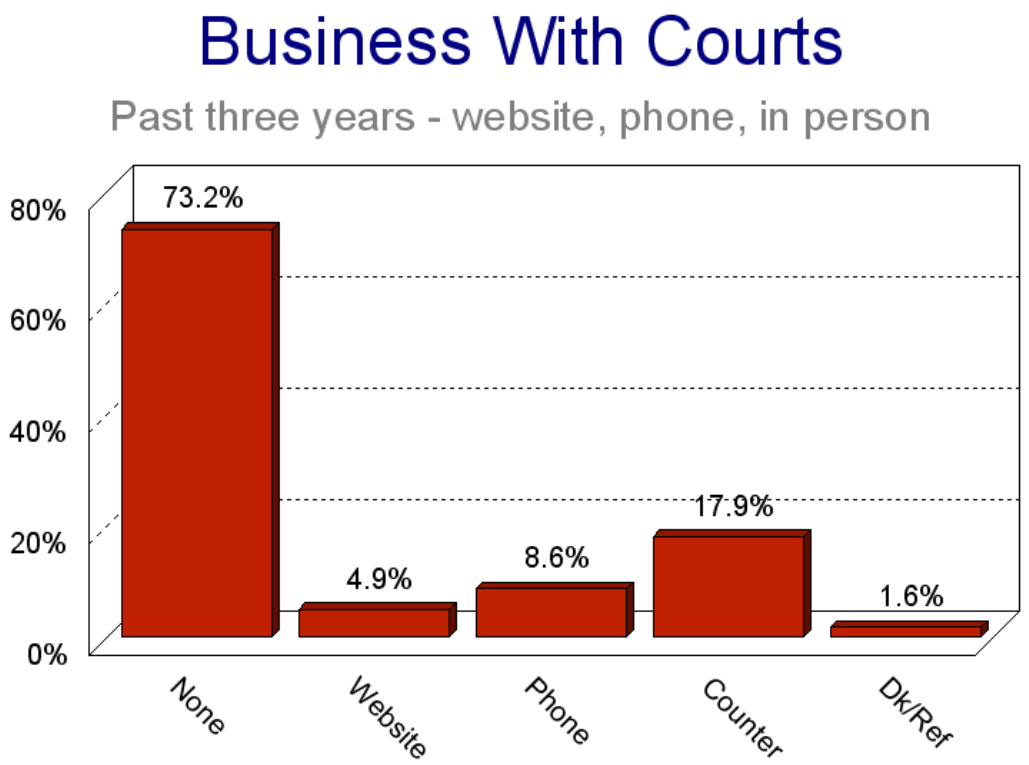
Across the spectrum of involvement, it averages out that involvement with the courts in any capacity made the respondents slightly more confident in the system.

Q24
When did this court contact take place?



Half of all the contacts with the courts have taken place in the past three years.

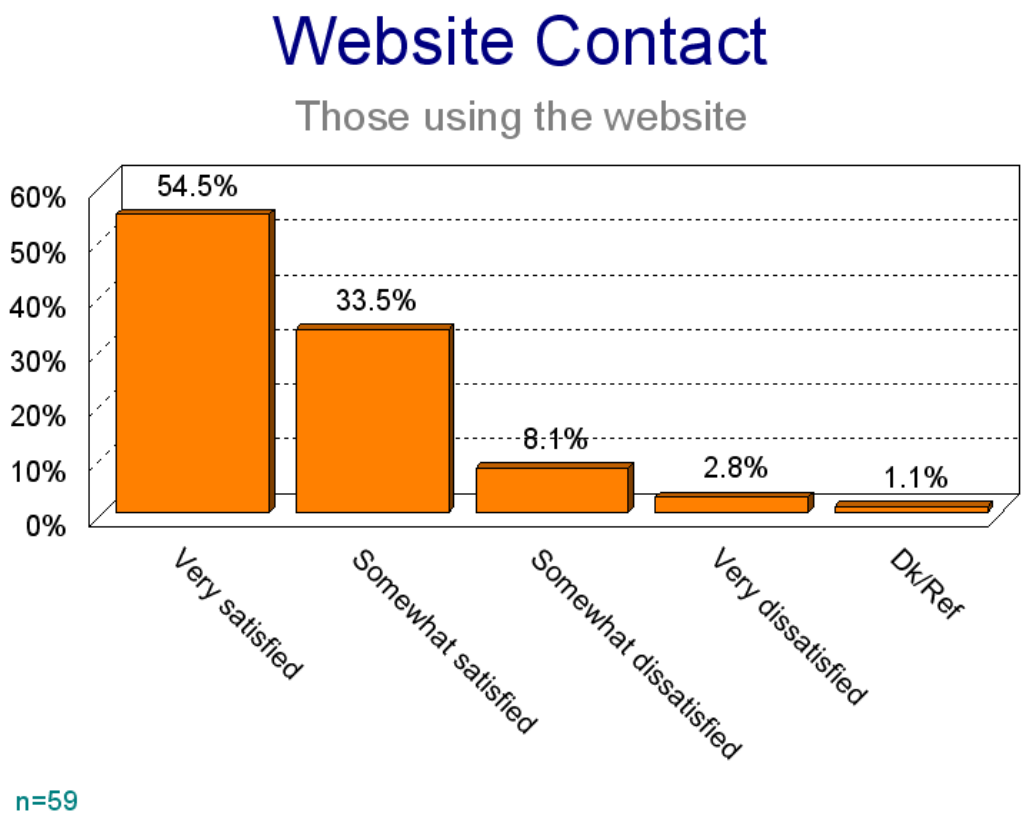
Q25
In the last three years, have you done any business with the courts on the website, over the phone, or in person over the counter?



n=1,276 (Percentage exceed 100% due to multiple responses)

There are 302 respondents indicating they have had contact with the courts in the past three years via website, phone or the counter in the courthouse.

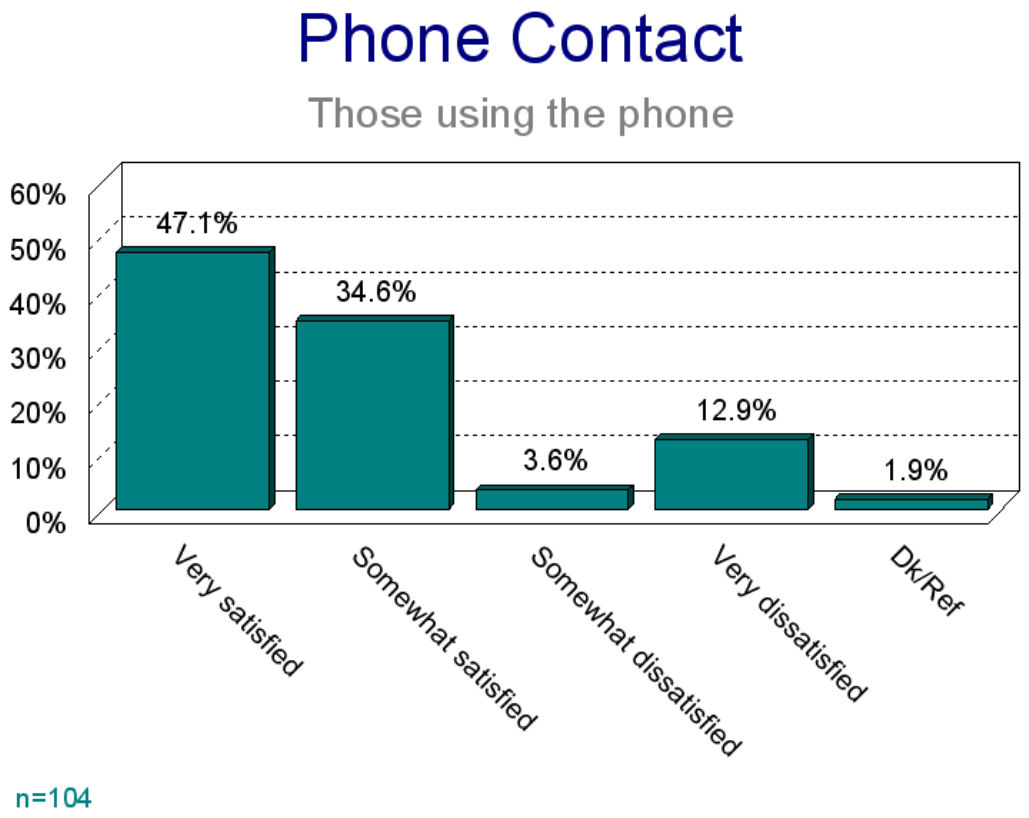
Q26 [Those using the website]
In general, were you satisfied or dissatisfied with the Website content?



Fifty-nine of the 302 respondents used the website to contact the courts. More than half were very satisfied. Totally, 88% were satisfied with the experience.

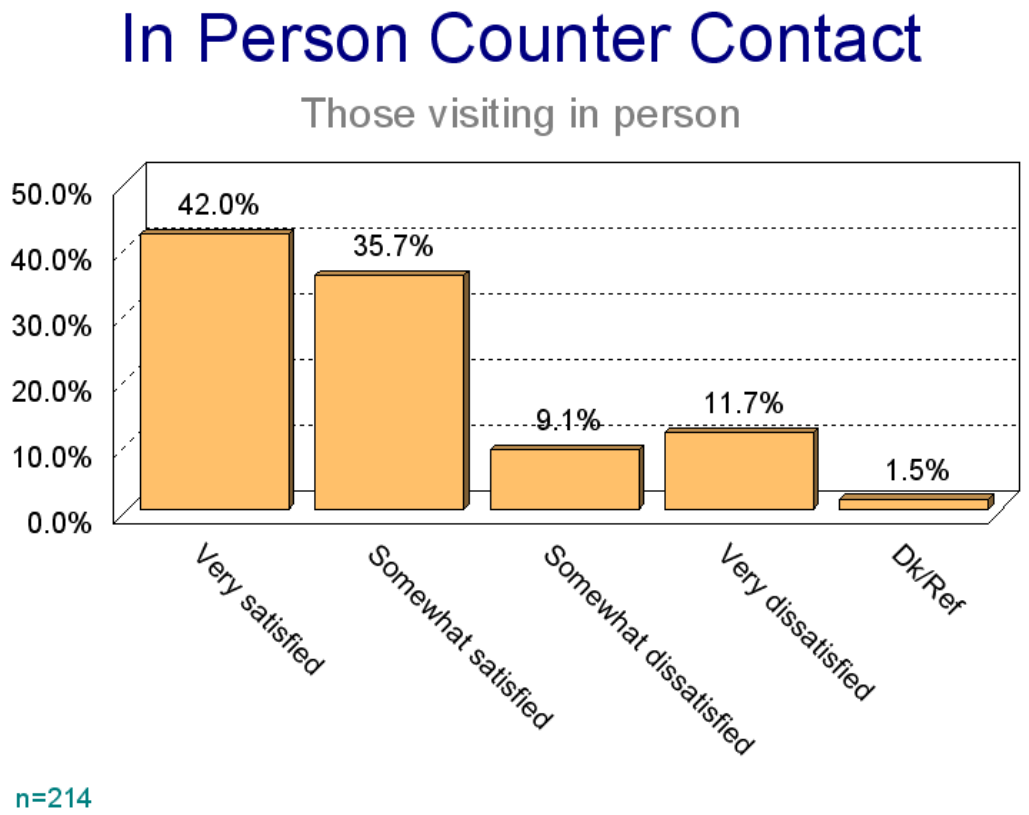
The sample size is too small for significant cross tabulation.

Q27 [Those contacting by phone]
In general, were you satisfied or dissatisfied with your phone contact?



About twice a many people made contact by telephone than used the website for contact. The very satisfied and overall satisfaction level was slightly lower than the Internet experience.

Q28 [Those making an in person counter contact]
In general, were you satisfied or dissatisfied with your in person contact?



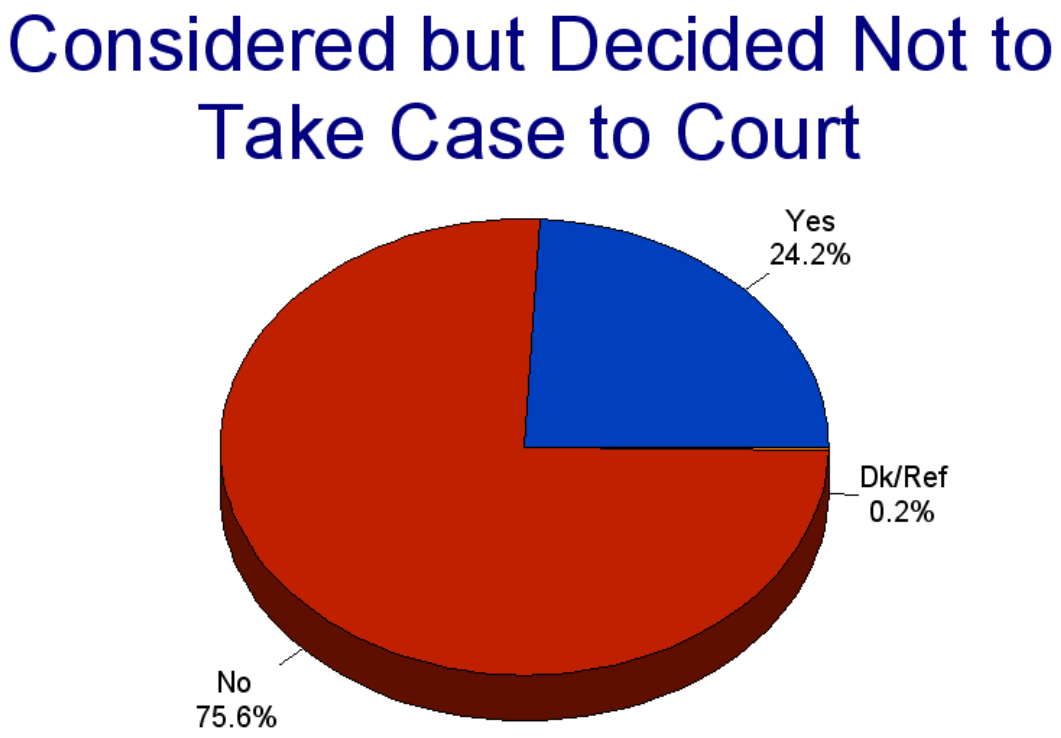
Twice as many respondents visited the courthouse in person than used the phone to do business with the Utah courts and four times as many visited the courthouse than utilizing the website to conduct their business with the Utah courts.

The very satisfied dropped again and the overall satisfaction dropped again going from 88% by website, 82% by telephone, and now 78% for the in person visit.

BARRIERS TO ACCESS:

Q29

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

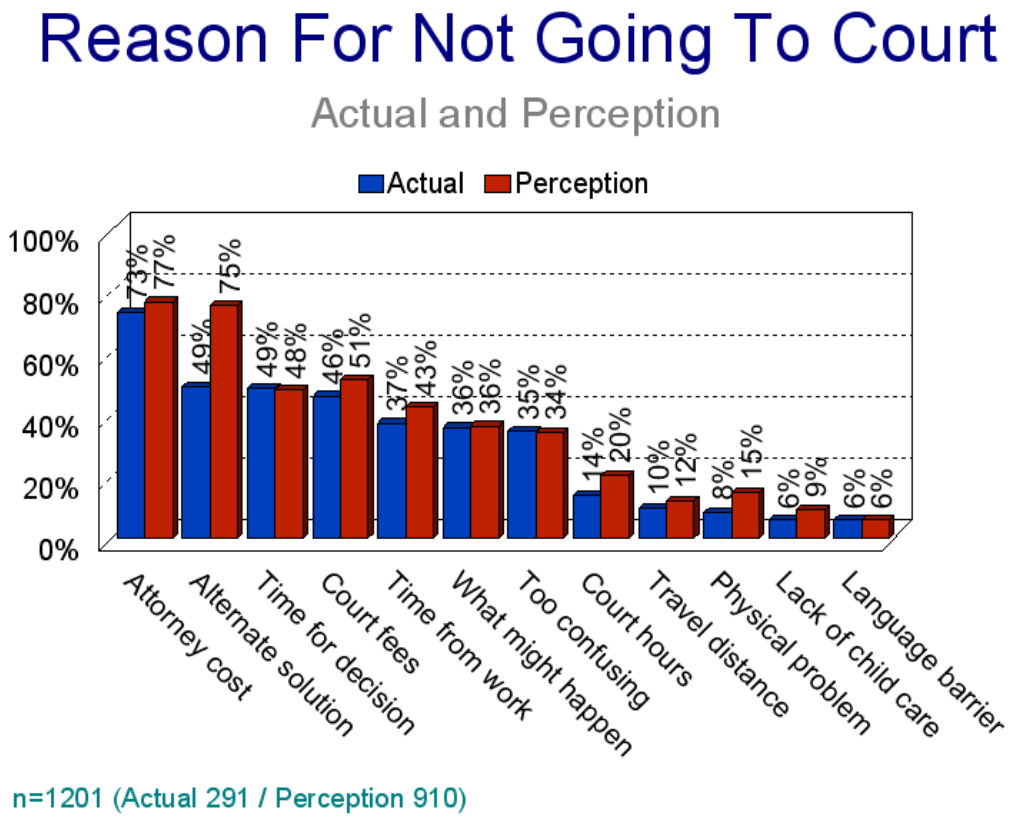


n=1,201

Of the 1,201 respondents interviewed, one in four (291) said they had considered taking a case to court but decided not to do so. As a follow-up to both those who had considered and those who had not considered taking a case to court, we asked a series of questions about reasons that might have influenced their pursuing the case.

The results skewed to be men and those in the $25 - $35,000 income group for those having considered going to court.

The summary graph that follows presents a ranking of the reasons for both those who had considered and those not considered taking a case to court.

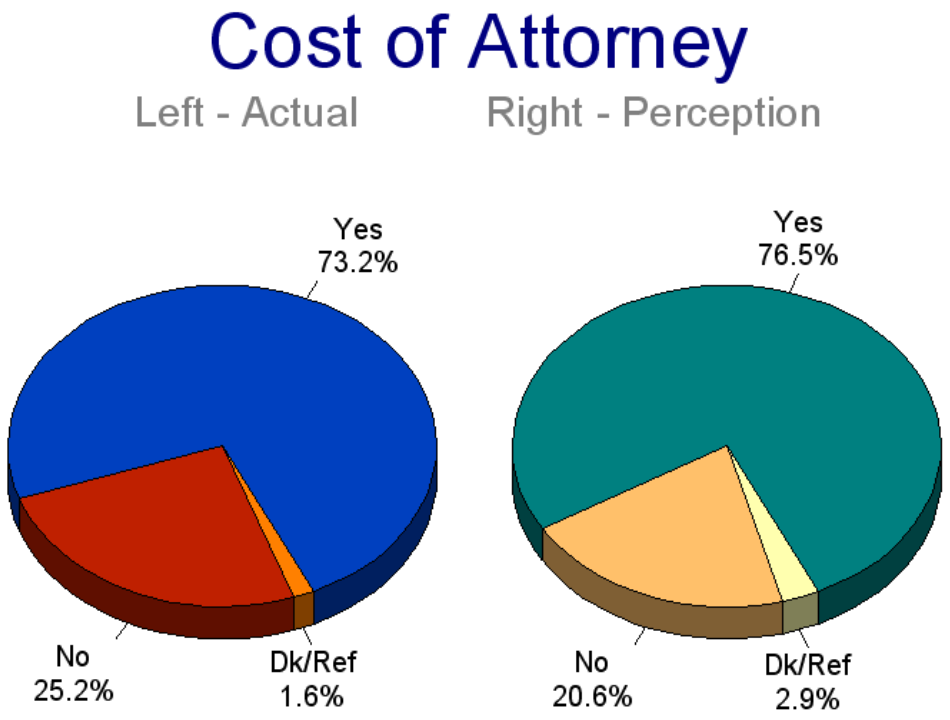


As a result of the previous question, the respondents were divided into two groups. Those saying they had considered taking legal action but did not were asked if any of these factors were reasons that kept them from taking action. Those who said they had not considered taking legal action were asked if they were to consider taking legal action would any of these factors keep them going to court.

With one exception, the two groups rated the various reasons very similarly.

Q30A/B INTRO
I'm going to read a list of reasons that might make it difficult for people to go to court. For each one, please tell me whether or not you think it **(KEPT/ MIGHT KEEP)** you from going to court.

Q33A/B
Would you say the cost of hiring an attorney (KEPT / MIGHT KEEP) you from going to court?



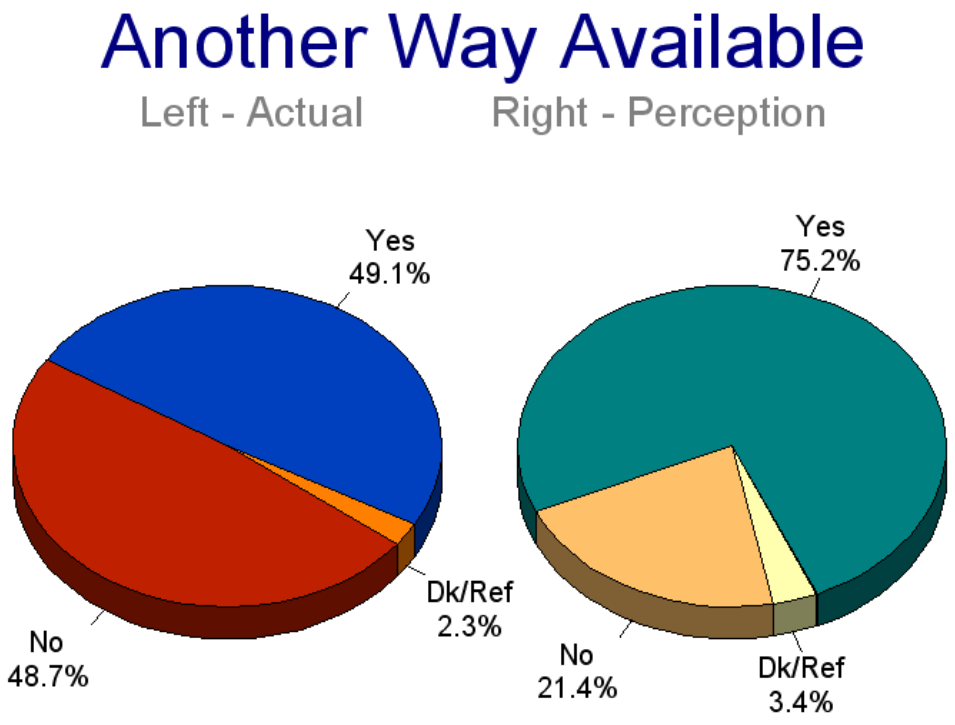
n=291 / n=910

This was the number one reason for not going to court by both groups.

This was strong across all income groups, age groups, and the rural respondents in the perception group. However, only 42% of the Hispanic perception group felt it would stop them.

<u>Note:</u> Because of the small size of the sample in the actual group, the group size in some of the broader cross tabulations such as income and age produce sub groups that are too small for reliable projections to the population. The pattern of men skewing stronger in the actual group and women in the perception group continues throughout the series of questions. Where this is not true, it will be pointed out.

Q32A/B
Would you say the availability of another way to solve your problem (KEPT / MIGHT KEEP) you from going to court?

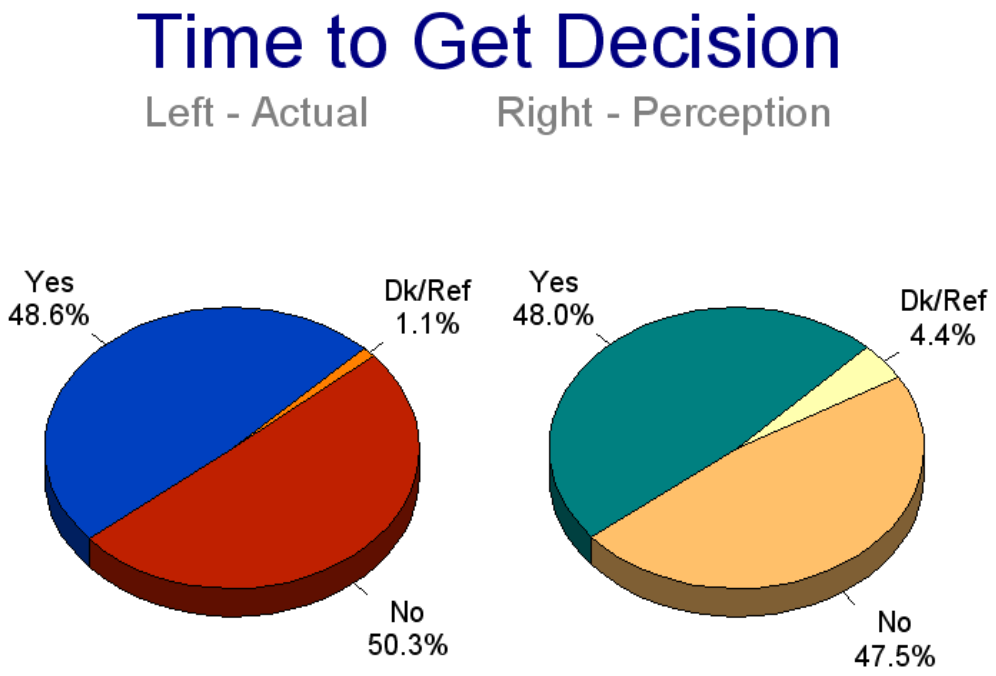


n=291 / n=910

The perception group felt very strongly that finding an alternate solution would keep them from going to court.

In both groups the strength came in the middle income groups. The urban respondents more frequently answer yes in both groups. The Hispanic group was much less likely to feel this was a reason that would keep them from going to court.

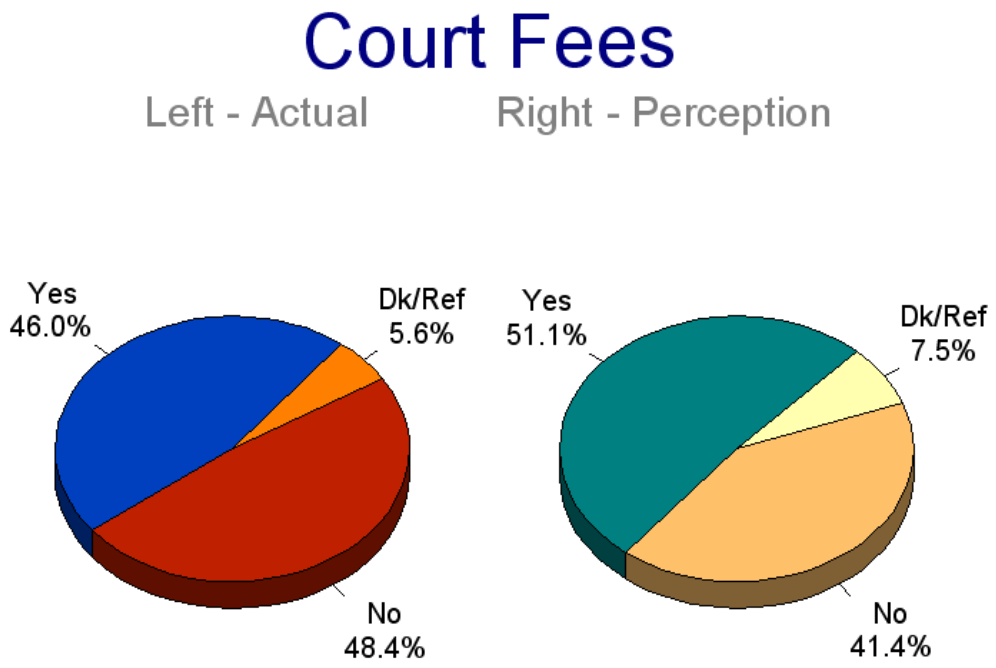
Q40A/B
Would you say the length of time it might take to get a decision (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

Nearly half of both groups felt this would be a reason to not go to court. The exception was the 65 plus age group. It was not that important to them.

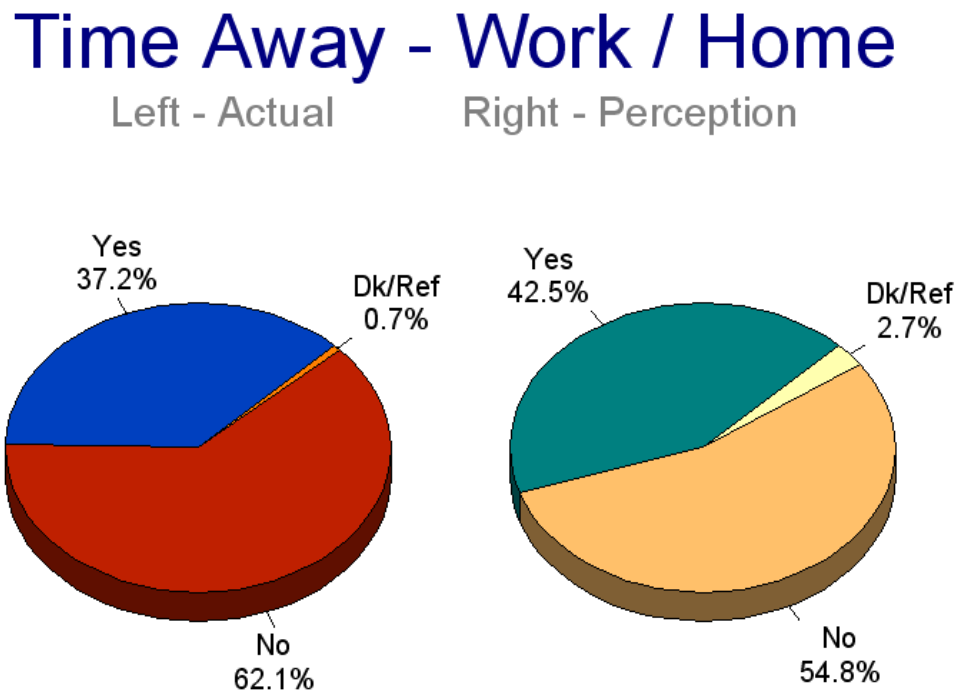
Q34A/B
Would you say the court fees required (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

Court fees are perceived as being a lesser problem than attorney fees. It was more of a concern to the rural than the urban respondents.

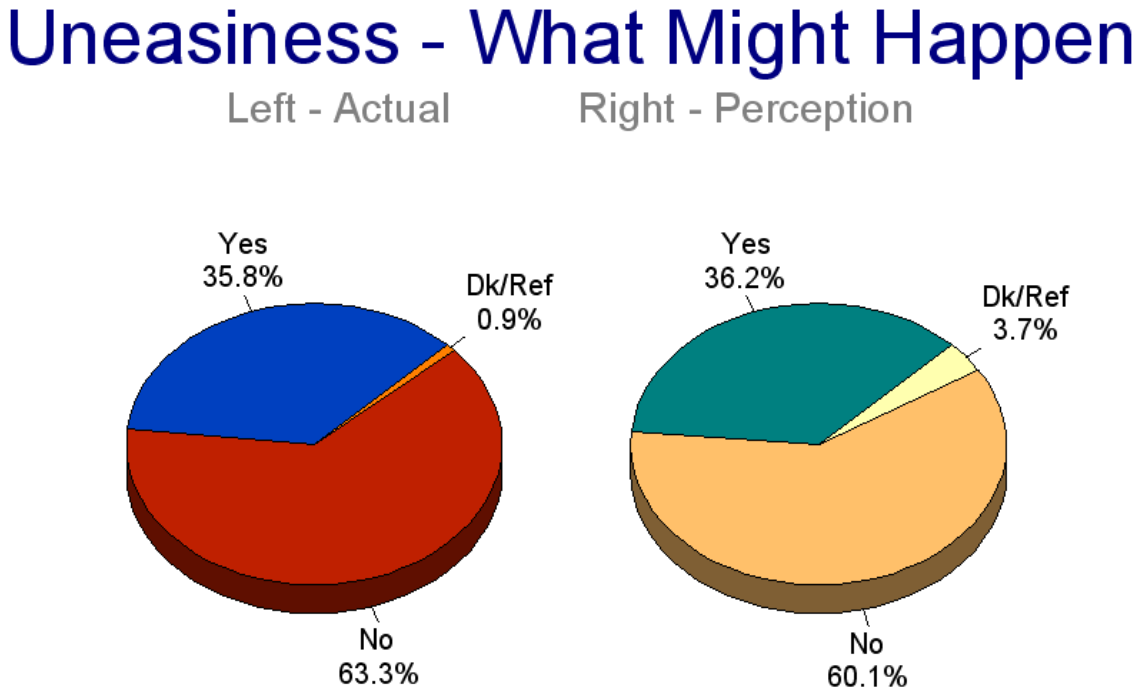
Q39A/B
Would you say the time it took away from work or home (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

This is an important reason for both men and women and particularly for the 25-34 age group. It was slightly more important to urban respondents.

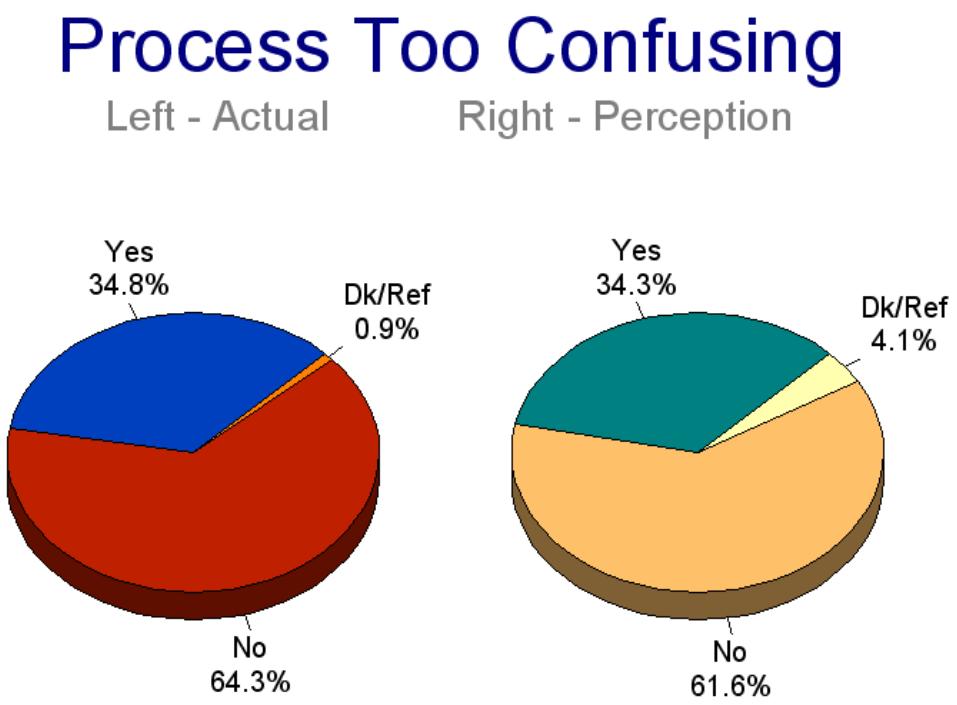
Q41A/B
Would you say uneasiness about what might happen to you (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

This reason falls in the middle of the list in importance. There was nothing significant in the demographic break outs.

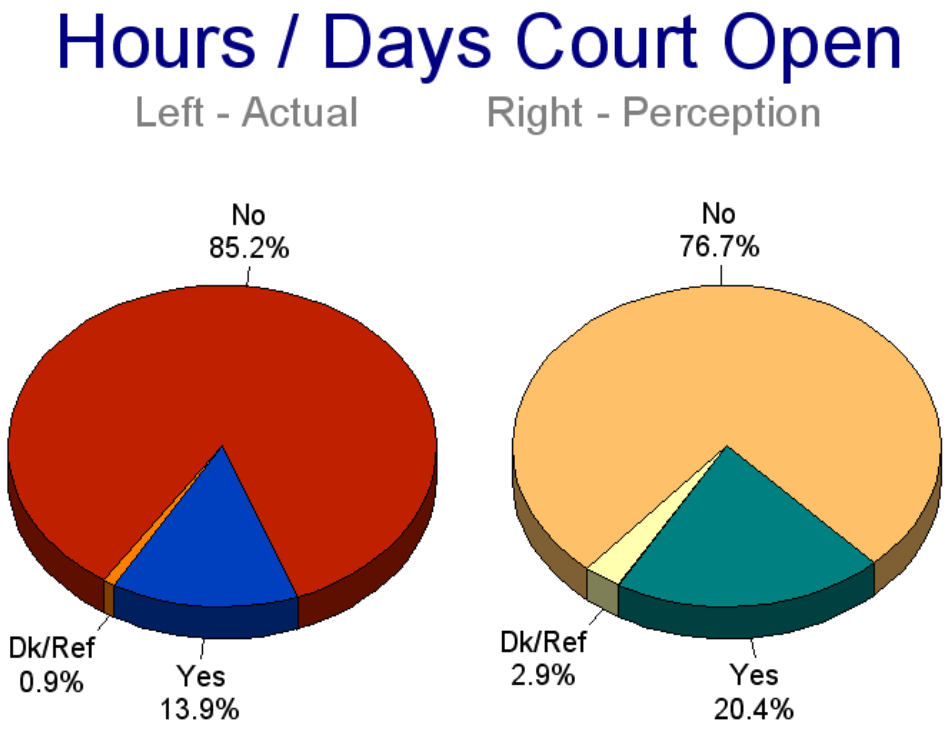
Q42A/B
Would you say that you feel the process was too confusing and that (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

This, too, falls in the middle cluster of reasons. In the actual group the response skewed to the younger men. In the perception group, the Hispanics rated it significantly higher.

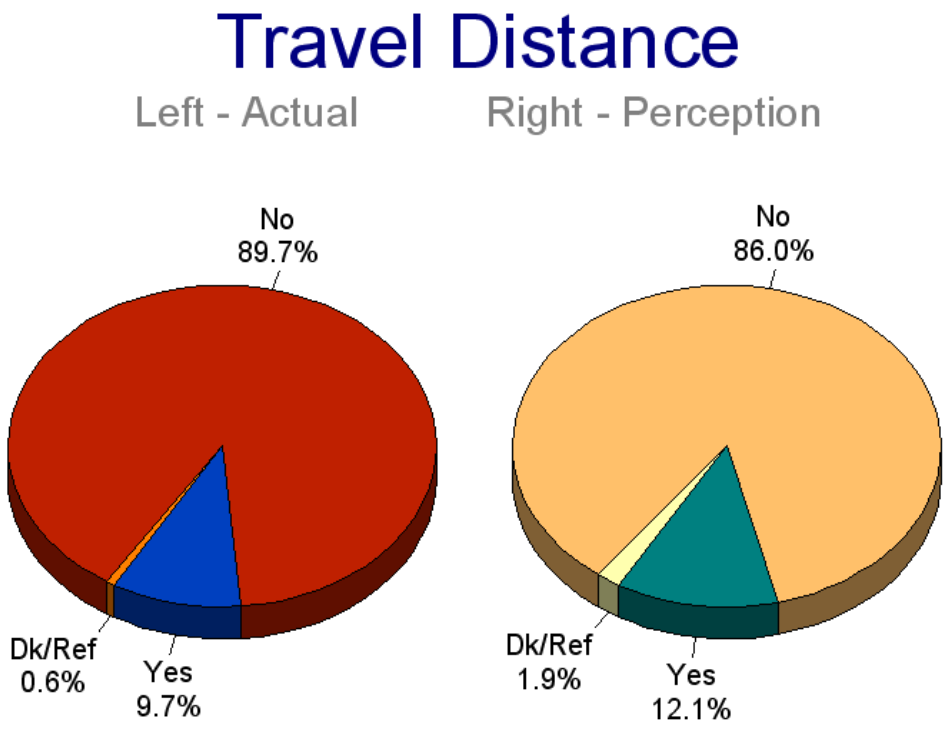
Q36A/B
Would you say the hours or days the court is open (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

The hours and days the courts are open are not very strong reasons for not going to court. It was more important to the younger respondents and the lower income respondents. In this situation, it was a significantly strong reason for men and Hispanics, and a slightly stronger reason for urban respondents in the perception group.

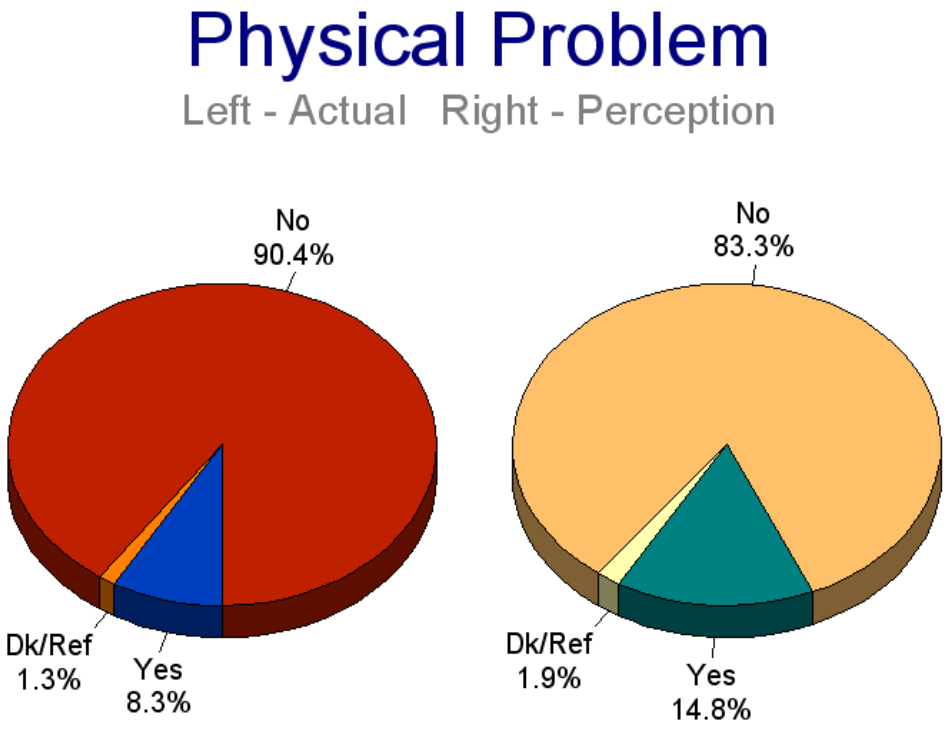
Q35A/B
Would you say the distance you would have to travel (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

Travel distance was one of the lesser reasons for not going to court. It was a stronger reason not to go to court in the two lowest income brackets, Hispanics, and to the rural respondents in the perception group.

Q31A/B
Would you say a physical problem that makes using the courthouse difficult (KEPT / MIGHT KEEP) you from going to court?

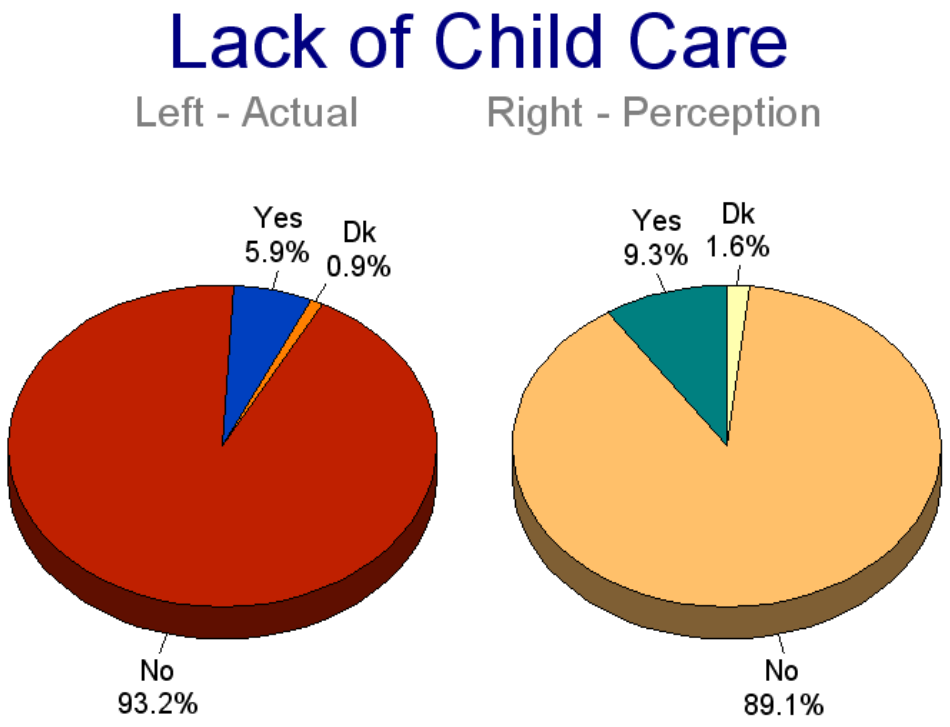


n=291 / n=910

A very small percentage of each group considered physical problems relating to the courthouse as a reason that would keep them from going to court.

The youngest and the oldest age groups in the actual group more frequently said yes, but only the older age category in the perception group felt it was a problem. The lower income brackets in the perception group felt is was a factor. The rural respondents in both groups felt it was a factor.

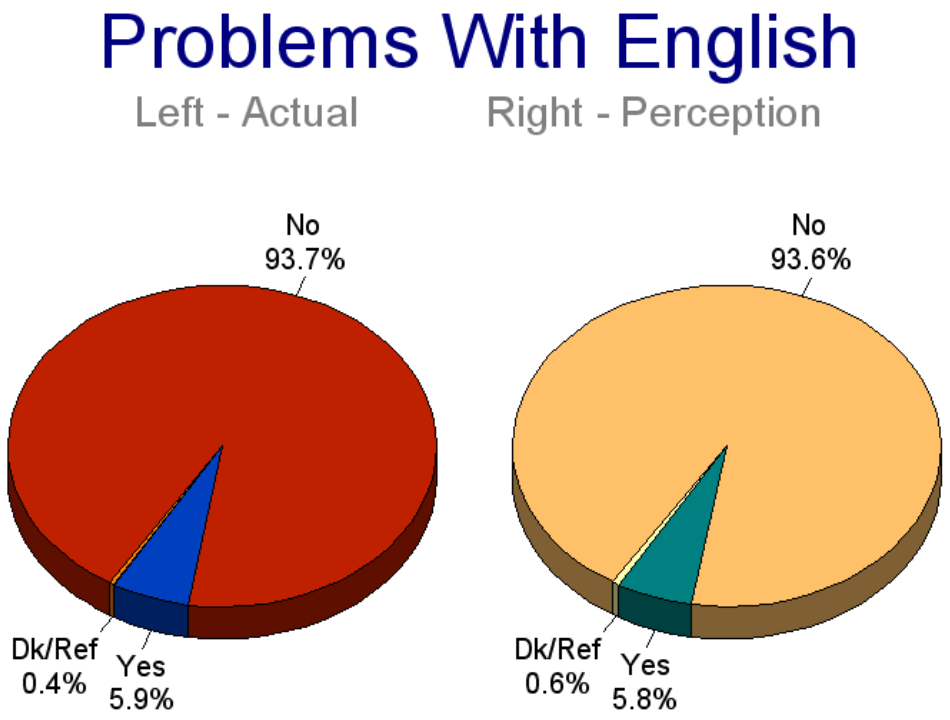
Q38A/B
Would you say the lack of child care facilities at the court (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

This was the second least important reason. As might be expected this was most important to urban women, 25 to 34 year olds, and the lower income groups.

Q37A/B
Would you say difficulty with speaking, reading or understanding English (KEPT / MIGHT KEEP) you from going to court?



n=291 / n=910

This was the least of the reasons to not go to court.

In a cross tabulation analysis of the question and the ethnic demographic, those saying it was a problem breaks out as follows: 37A (Actual) – 15 Caucasian and 2 Hispanic. 37B (Perception) -- 42 Caucasian, 1 African American, 5 Hispanic, 1 Asian, and 3 Pacific Islanders.

Fifty-seven of the 1,104 Caucasians, 1 of the 8 African Americans, 7 of the 49 Hispanics, 1 of the 6 Asians, and 3 of the 9 Pacific Islanders did not feel their English skills were good enough to go to court.

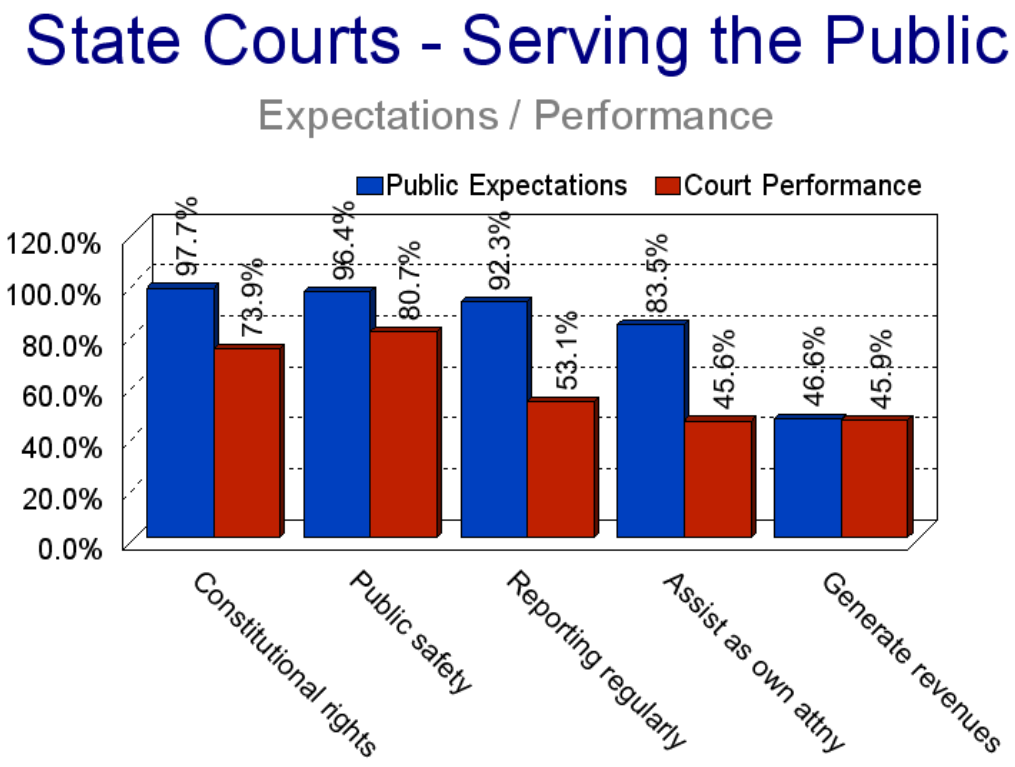
Combining ethnic and age and cross tabulating to the questions, the Caucasian respondents spanned all age groups with the a little more than half in the 18-44 age groups. The one African American was in the 65 plus group. Four Hispanics were in the 18-24 age group. The remainder of the Hispanics, Pacific Islanders, and the Asians were spread across the 25-54 age groups.

STATE COURTS – EXPECTATIONS AND PERFORMANCE:

Q43INTRO

Next, I have a list of ways in which UTAH courts 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.

Summary:



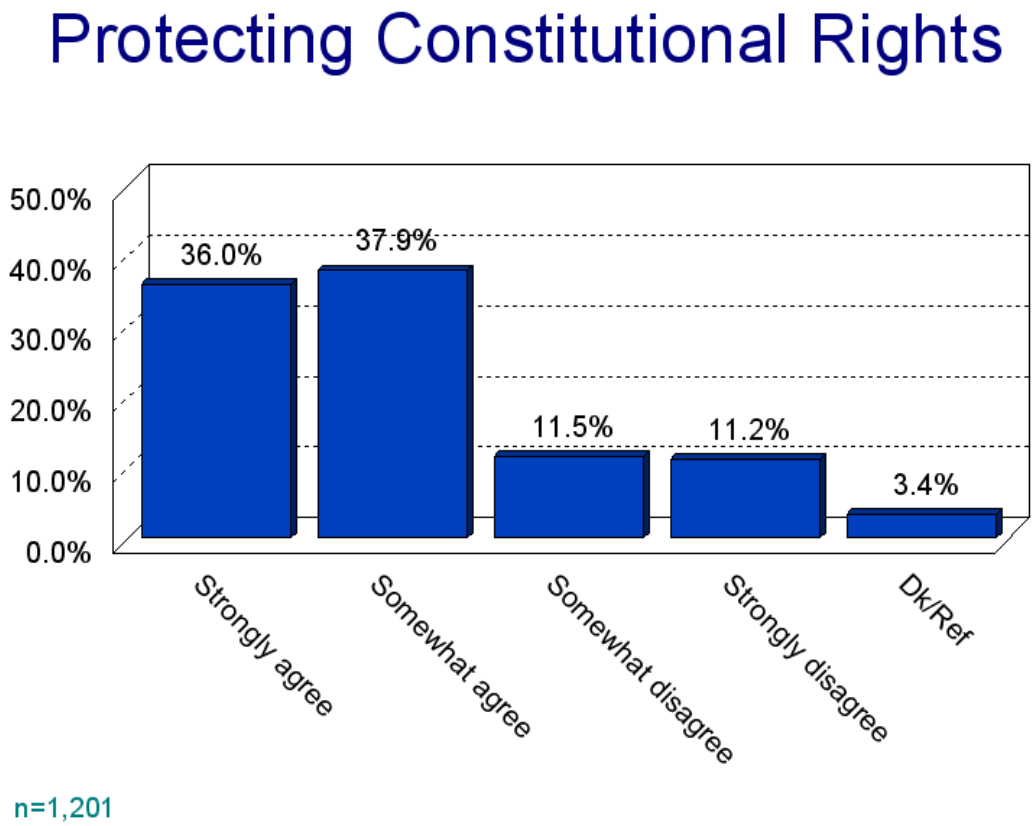
n=1,201

The blue bar combines the result of those saying it was very important or somewhat important that the courts serve the needs of the public by protecting their constitutional rights, ensure public safety, report regularly on their job performance, assist those who want to be their own attorney, and generate revenues for the government.

Each of these court services was stated in a positive statement saying the courts were performing the service. For example: The Utah courts are protecting the constitutional right of everyone. "Do you strongly agree, somewhat agree, somewhat disagree, strongly disagree?" The red bar combines the results of those who strongly or somewhat agreed with the statement.

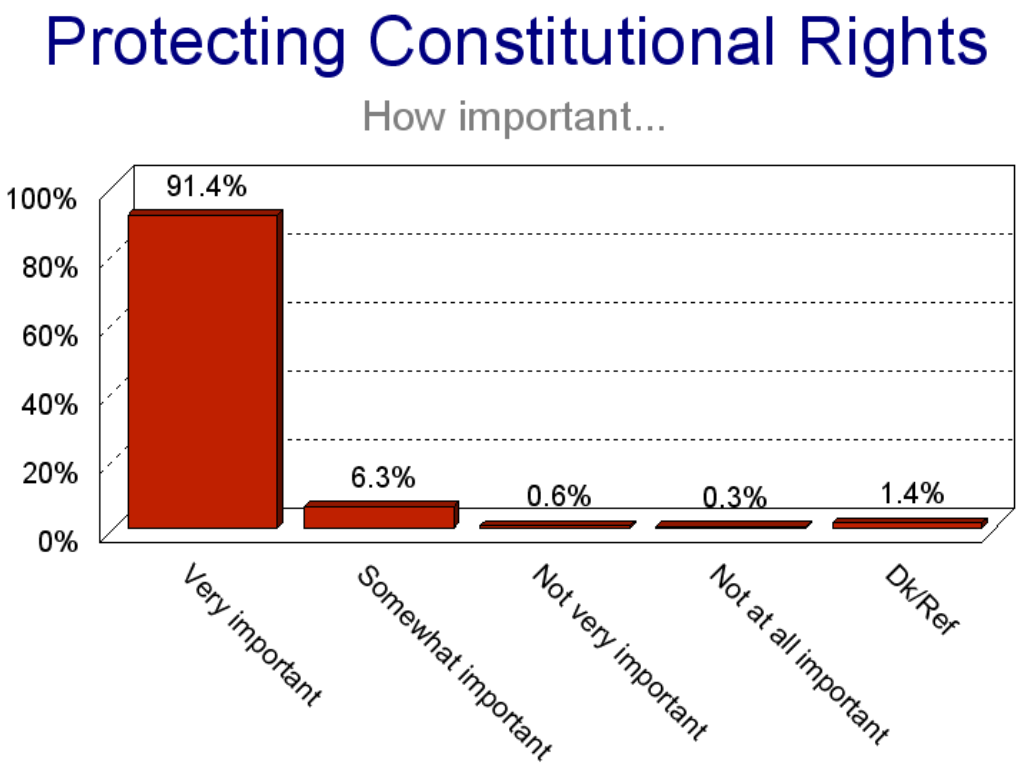
Except for generating revenue, which the respondents did not think it was important for the courts to do, they felt the courts were performing below their expectations.

Q43
The Utah courts are protecting the constitutional rights of everyone.



Three out of four respondents agree that the courts are protecting everyone's constitutional rights. Results were very evenly spread across the gender, age and income demographics. On this issue the Hispanic group strongly agreed at a level of 45.8% versus the overall 36.0%.

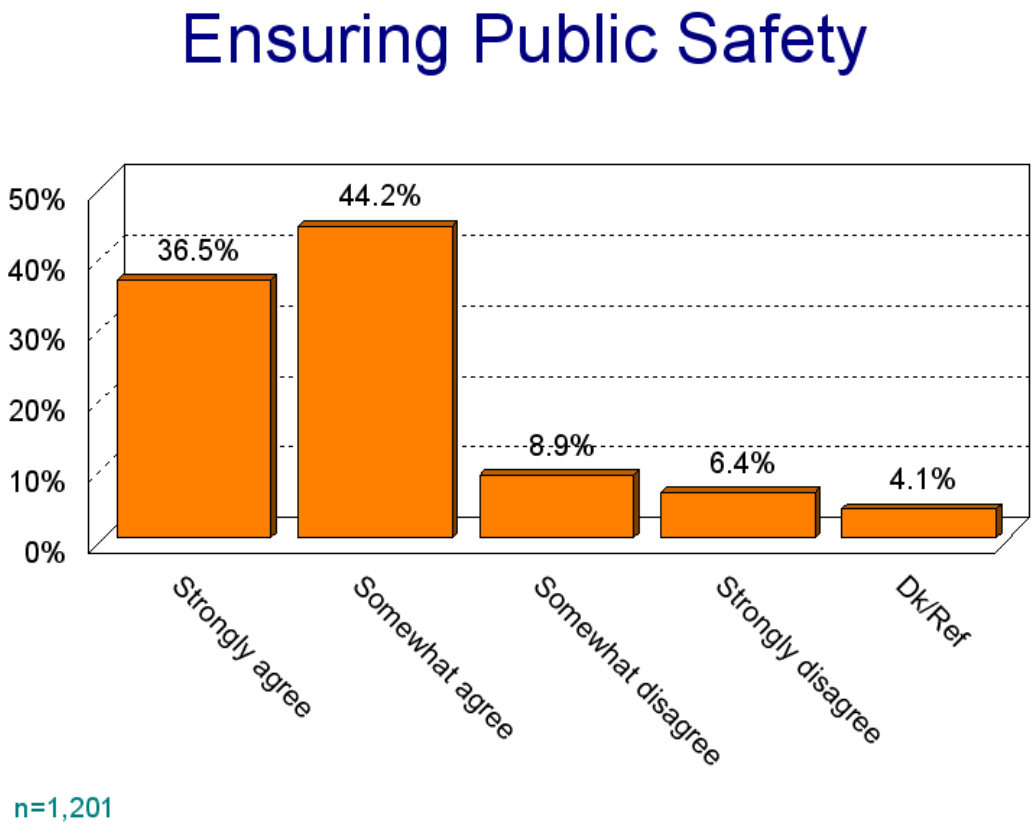
Q44
How important is it for the Utah courts to protect the constitutional rights of everyone?



n=1,201

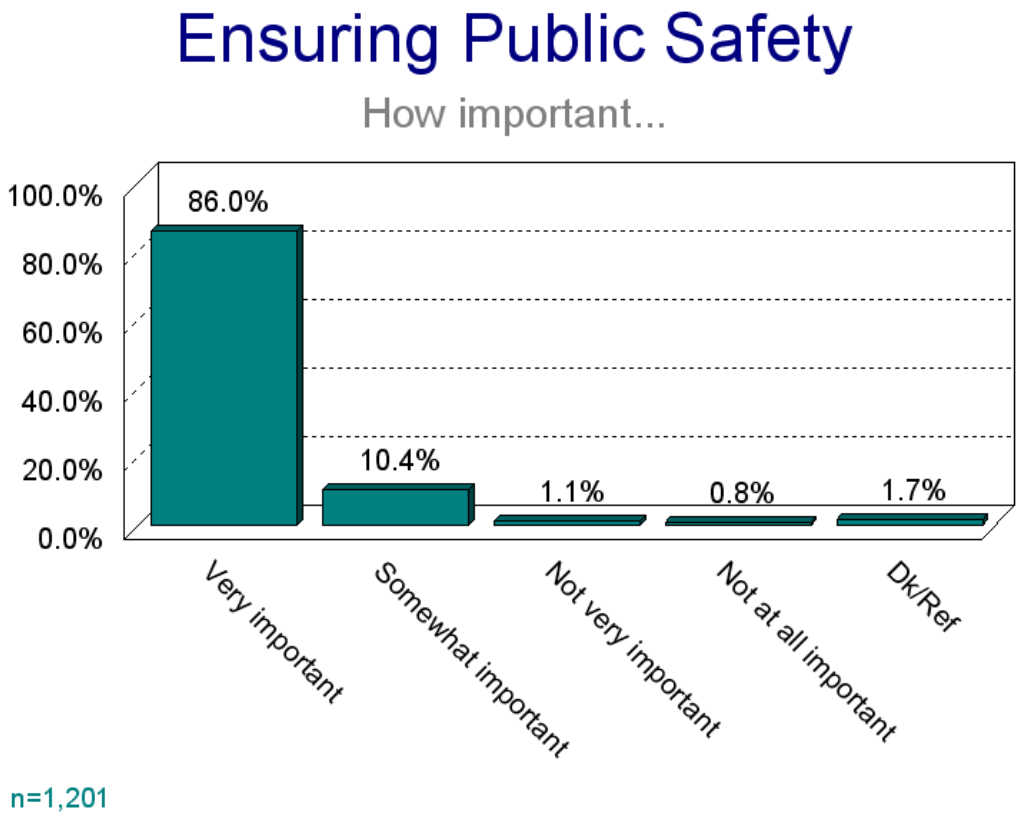
There was no question that this is very important to those surveyed. All 49 of the Hispanic respondents agreed this was important.

Q45
The Utah courts are ensuring public safety.



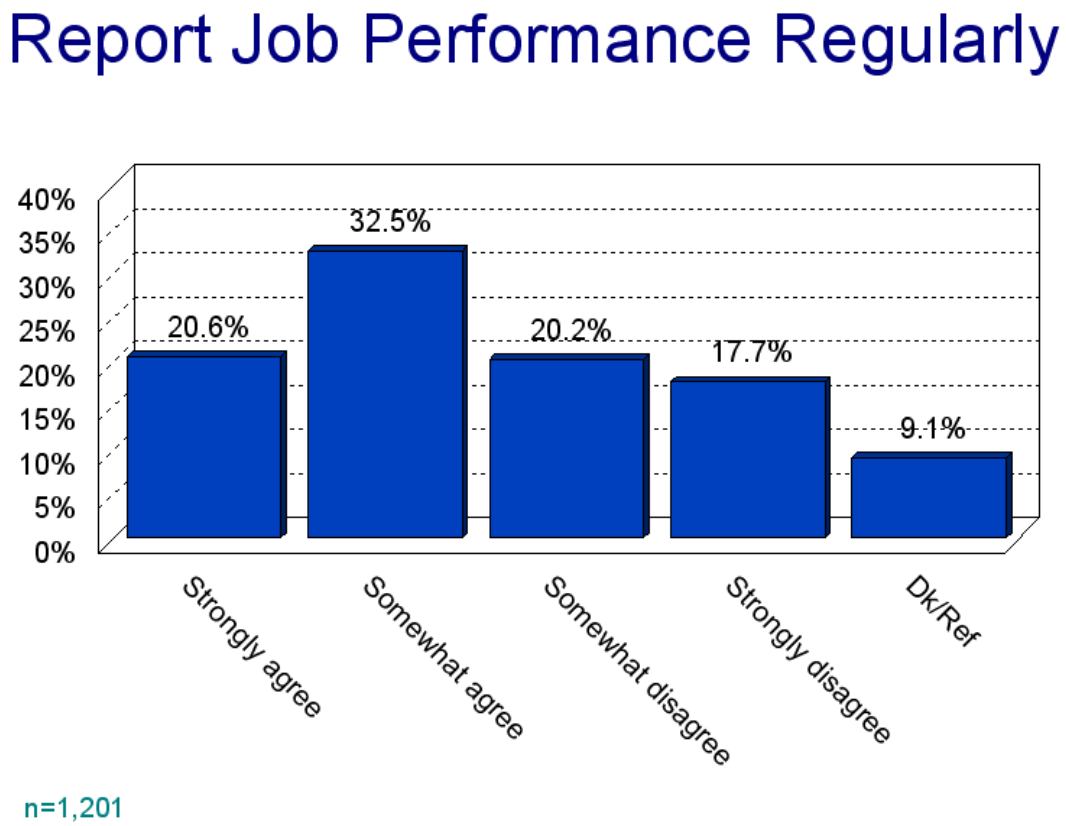
The 35 plus age groups agreed less strongly and were the strongest in the somewhat disagree response. Respondents in the $25 - $75,000 income groups also agreed less strongly. Fifty-seven percent of the Hispanic respondents strongly agreed.

Q46
How important is it for the Utah courts to ensure public safety?



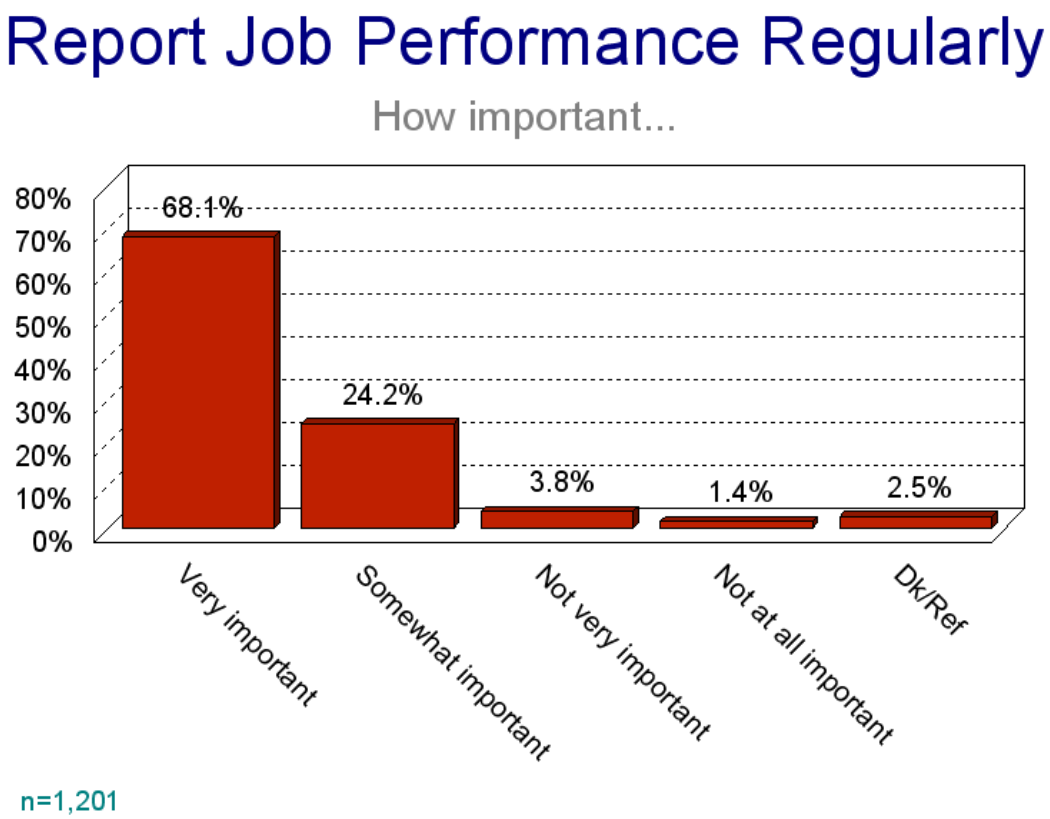
This was the second most important service of the courts. It was uniformly very important across all the demographics including the ethnic demographic.

Q49
The Utah courts report regularly to the public on their job performance.



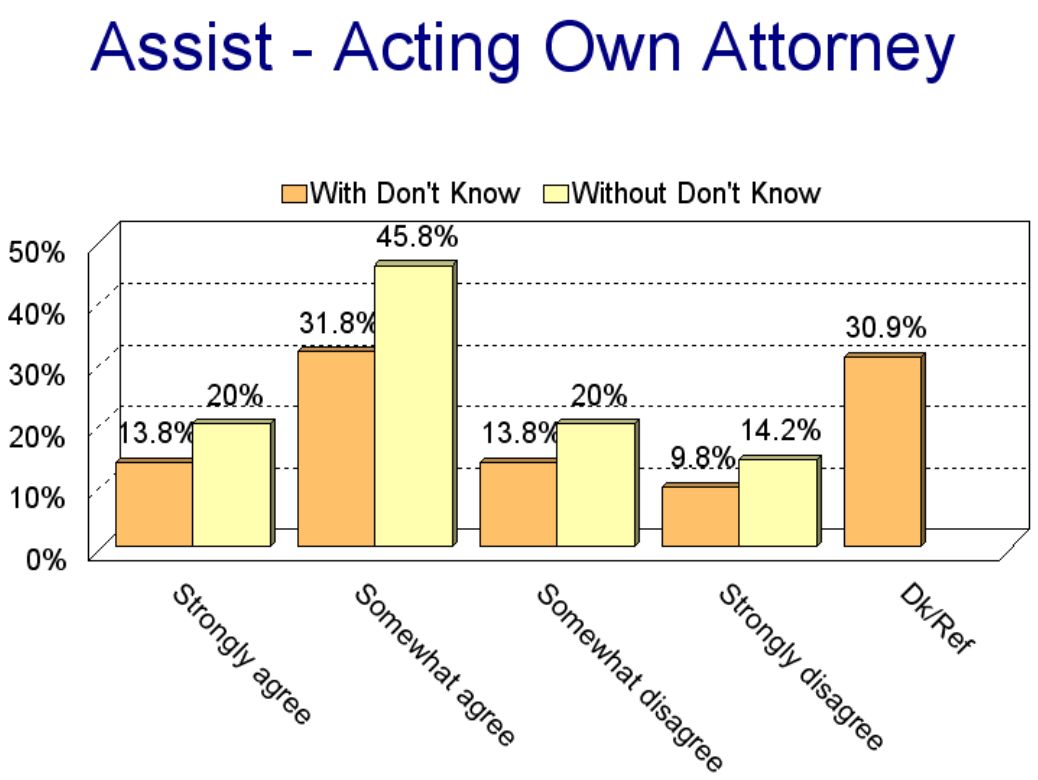
A significant number of respondents indicated they didn't know (110). If the responses were to be recalculated eliminating the don't know responses, it would only increase the strongly agree by 2 percentage points. Those disagreeing spread uniformly across all age groups, income groups, gender, and ethnic groups.

Q50
How important is it for the Utah courts to report regularly to the public on their job performance?



The respondents feel it is very important that the courts regularly report their job performance.

Q47
The Utah courts do enough to assist those who want to act as their own attorney in court.



n=1,201

While this was the fourth most important service of the courts, but it received the lowest performance score. However, this service has the highest don't know response of any of the services with nearly one in three giving this response.

If we remove 370 respondents who did not know and recalculate the percentages based on those that did respond it creates a different picture. This brings those who agree from 45.6% to 65.8%, which is significantly better. It now becomes the third most important.

The Hispanic respondents matched the new pattern with 18.8% strongly agreeing and 45.8% somewhat agreeing.

Q47 – (Strongly Disagree) Can you tell me more about that?

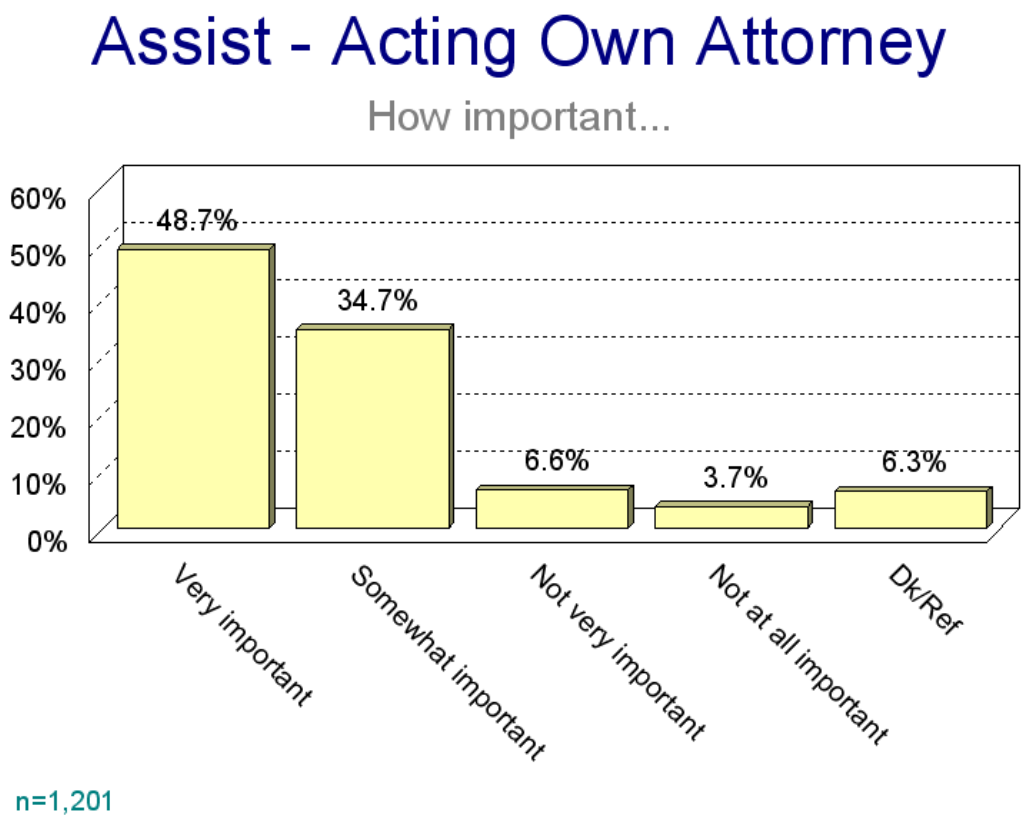
Verbatim Responses:

Q47 Can you tell me more about that?
90 PERCENT CAN'T AFFORD AN ATTORNEY, SO THEY TRY TO DO IT BY THEMSELVES. YOU NEED THE BACKGROUND OF AN ATTORNEY.
A LOT OF TIMES PEOPLE CAN'T AFFORD AN ATTORNEY AND THE COURTS DON'T DO ENOUGH TO HELP THEM OUT. IT'S VERY CONFUSING FOR SOMEONE TO GO TO COURT WITHOUT HAVING A BACKGROUND IN LAW.
A PERSON IN AMERICA HAS THE RIGHT TO DEFEND HIMSELF, I HAVE A RIGHT TO SAY THIS HAPPENED AND A JUDGE DOES NOT HAVE THE RIGHT TO CALL ME ON CONTEMPT OF COURT.
ANYBODY WHO GOES TO COURT WITHOUT AN ATTORNEY WILL GET THEIR CASE DISMISSED. PROS SE WILL GET THEIR CASE DISMISSED I GUARANTEE IT.
ATTORNEYS CAN'T TELL SOMEONE HOW TO HANDLE A CASE, BUT KNOW HOW THE COURTS WORK.
BASICALLY IF YOU TRY TO ACT AS YOUR OWN LAWYER YOU ARE IN TROUBLE. YOU DON'T KNOW MUCH ABOUT LAWS.
BECAUSE I JUST DON'T THINK THAT SOMEONE SHOULD BE THEIR OWN ATTORNEY.
BECAUSE SOMEONE IS NOT WELL VERSED WITH THE LAW, THERE ARE LOOP HOLES.
BECAUSE THEY DON'T GIVE YOU ENOUGH INFORMATION THAT'S HELPFUL. INSTEAD, THE COURTS EXPECT YOU TO GO IN AND KNOW WHAT YOU'RE DOING WITHOUT TELLING YOU WHAT IS EXPECTED OF YOU AS YOUR OWN LAWYER.
BECAUSE THEY DON'T. IF YOU DON'T HAVE AN ATTORNEY YOU DO NOT GET FAIR REPRESENTATION.
BECAUSE THEY LOOK DOWN ON YOU, THEY JUDGE YOU AND IT'S IMMEDIATELY A STRIKE AGAINST YOU.
BECAUSE THOSE WHO CHOOSE TO BE THEIR OWN ATTORNEY SELDOM WIN.
BECAUSE WE'VE HAD FRIENDS TRYING TO REPRESENT THEMSELVES. THE ONES THAT DIDN'T HAVE LAWYERS GOT SCREWED AND THE ONES WITH LAWYERS GOT THEIR WAY NINE TIMES OUT OF TEN.
CAN'T GET LEGAL UNLESS YOU ARE BEING BATTERED. THE UTAH COURT SYSTEM WILL NOT RECOGNIZE A BLACKBALL EMPLOYMENT ISSUE, LAWYERS WERE CONTACTED, THIS INVOLVED A SIGNED CONTRACT ISSUE. NO HELP AT ALL.
COMPENSATED ATTORNEYS WHICH THEY SHOULDN'T GET PAID.
DISCOURAGE PEOPLE FROM DOING THAT.
EVERY ATTORNEY STRONGLY ADVISES YOU TO NOT BE YOUR OWN ATTORNEY. NOT HAVING AN ATTORNEY MAKES IT MORE DIFFICULT TO PROVE YOUR CASE.
EVERYONE NEEDS A LAWYER. IT IS INVOLVED AND AN ATTORNEY KNOWS MOST.
EXTENUATING CIRCUMSTANCES KEEP DEFENDANTS FROM HAVING THEIR NEEDS MET.
FIGHT A TICKET AND HAD TO SIGN A WAIVER SAYING SHE WOULD FIGHT AS HER ATTORNEY.

FROM MY STANCE THERE'S NOTHING I COULD DO WITHOUT HIRING AN ATTORNEY BECAUSE I DON'T KNOW ENOUGH ABOUT THE LAW. SO I THINK UNLESS YOU KNOW A LOT ABOUT THE LAW THEN YOU CAN'T REALLY REPRESENT YOURSELF.
FROM PAST EXPERIENCE, CHILD SUPPORT, INCOME CHANGED, THE COURTS TALK IN LATIN. THEY TOLD ME I NEED AN ATTORNEY.
HE WAS INVOLVED WITH A CASE AND WENT THROUGH A TRUSTEE. IT WAS ILLUMINOUS AND IT WAS A JOKE.
HIRE A LAWYER.
I DID IT ALL ON MY OWN AND I GOT DIFFERENT INFORMATION AT DIFFERENT TIMES, WHICH COST TIME AND ENERGY AND SOME PEOPLE DIDN'T EVEN WANT TO GIVE THE INFORMATION. THEY WERE VERY IMPATIENT AND VAGUE.
I DON'T LIKE THAT THOSE WHO CAN'T FINANCIALLY AFFORD IT CAN'T DO IT, THEY ARE JUST IGNORED. I JUST DON'T LIKE THE WAY THAT PEOPLE WITHOUT INFLUENCE OR MONEY ARE TREATED.
I DON'T THINK ANYBODY SHOULD DO THEIR OWN UNLESS THEY'RE A LAWYER THEMSELVES. I DON'T THINK THEY'RE CAPABLE OF TAKING CARE OF THEMSELVES ON IT. JUST LIKE A DOCTOR SHOULDN'T OPERATE ON HIMSELF. THAT'S FOR SURE.
I DON'T THINK THAT PEOPLE ARE AWARE OF THAT OPTION.
I DON'T THINK THAT PEOPLE SHOULD HAVE TO DEFEND THEMSELVES. UNDER WHATEVER SITUATION, PEOPLE SHOULD HAVE LEGAL REPRESENTATION. THE COURTS SHOULD PROVIDE LEGAL REPRESENTATION IF ONE CAN NOT AFFORD IT.
I DON'T THINK THAT THERE IS ENOUGH FUNDING FOR IT TO HAVE AN ATTORNEY ON THE JOB TO HELP THOSE PEOPLE.
I DON'T THINK THE INFORMATION IS AVAILABLE ON HOW TO REPRESENT YOURSELF. INFORMATION IS NOT READILY AVAILABLE AND PEOPLE MAY NOT HAVE THE PATIENCE IF THEY TRY TO REPRESENT THEMSELVES.
I DON'T THINK THE JUDICIAL SYSTEM PROVIDES ENOUGH INFORMATION ABOUT IT TO THE INDIVIDUAL.
I DON'T THINK THERE IS ENOUGH INFORMATION TO KNOW WHAT TO DO.
I DON'T THINK THEY EVER REALLY ACCEPT YOU AS YOUR OWN LAWYER. YOU DON'T GO TO COURT WITHOUT A LAWYER BECAUSE YOU DON'T HAVE NEARLY ENOUGH EXPERIENCE TO DEFEND YOUR CASE AS WELL AS A LAWYER WOULD. YOU'RE MORE LIKELY TO LOSE.
I DON'T THINK THEY MAKE IT EASY FOR THOSE WHO WANT TO REPRESENT THEMSELVES.
I DON'T THINK WE SHOULD. I THINK WE SHOULD HAVE TO HAVE AN ATTORNEY TO REPRESENT US. WE NEED MORE EDUCATION IN THE COURTS TO BE ABLE TO HANDLE OUR OWN PROBLEMS.
I FEEL LIKE FOR MOST PEOPLE. IT IS AGAINST THEIR BETTER JUDGMENT TO ACT AS THEIR OWN ATTORNEY RIGHT NOW, BUT WITH SOME SMALLER ISSUES IT MAY BE WITHIN THEIR CAPACITY WITH ASSISTANCE, EDUCATION, AND SUPPORT.
I FEEL LIKE HAVING AN ATTORNEY WILL HAVE YOU KNOW WHAT TO DO IN THE COURT CASE SITUATION. YOU CAN'T GO IN A COURT CASE NOT KNOWING WHAT YOU'RE DOING.
I FEEL LIKE IF YOU DON'T WANT AN ATTORNEY IT IS YOUR RESPONSIBILITY TO FIGURE IT OUT.
I FEEL NOT THAT CONFIDENT IN THE SYSTEM BECAUSE IT IS SET UP TO MAKE YOU FEEL AND LOOK LIKE A FOOL.
I HAD A LOT OF FRIENDS THAT HAD BAD EXPERIENCES. MY FRIEND'S DEFENDANT IN COURT GAVE HIM BAD ADVICE.

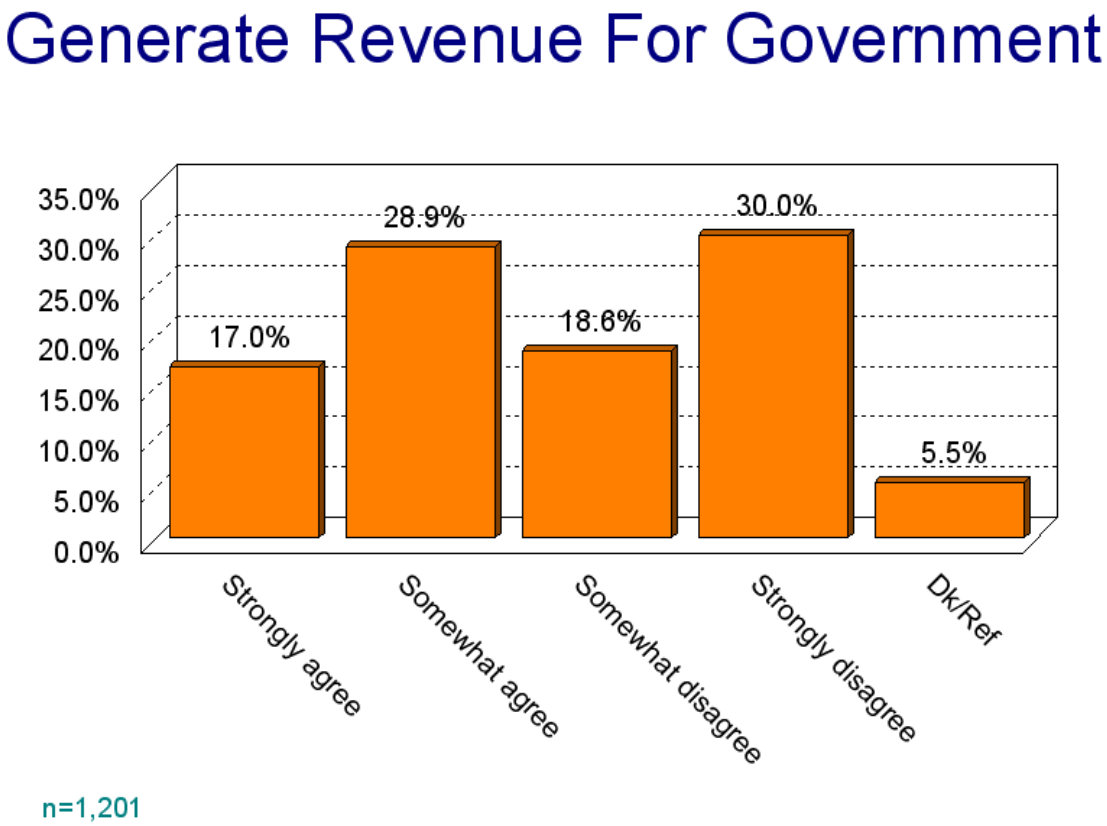
I HAD TO HIRE AN ATTORNEY WHO DID NOTHING FOR ME AND I WAS TOLD I HAD TO HIRE ONE OR I COULDN'T COME.
I HAD TROUBLE GETTING CUSTODY OF MY KIDS. WHOLE SYSTEM SCREWED UP.
I HAVE HEARD THAT YOU ARE AT A GREAT DISADVANTAGE.
I JUST DON'T THINK THEY REALLY DO MUCH TO HELP. I TRIED TO ACT AS MY OWN AND GOT MORE HELP FROM A PARALEGAL.
I JUST FEEL IT SHOULD BE PUBLIC KNOWLEDGE IF THEY CHOOSE TO ACT AS THEIR OWN ATTORNEY.
I REPRESENTED MYSELF IN A SEXUAL ABUSE CASE.
I THINK COURTS DON'T DO ENOUGH IN GENERAL.
I THINK IF YOU GO IN THERE BY YOURSELF AND YOU'RE ALONE, YOU WILL FALTER ON THE TECHNICALITY AND LEGALESE OF THE LAW.
I THINK IT'S TOO HARD FOR THE AVERAGE PERSON TO KNOW WHAT'S GOING ON AND HOW TO DO IT.
I THINK MY FRIENDS HAD A HARD TIME BECAUSE THEY DID NOT KNOW HOW.
I THINK THE LEGAL SYSTEM IS GEARED TOWARD LAWYERS, AND THEREFORE IT IS NOT VERY USER FRIENDLY WITHOUT ONE.
I THINK THE STATE DOES NOT GIVE ENOUGH TIME TO THE SUBJECT OR PATIENCE.
I THINK THEY MAKE IT DIFFICULT FOR A PERSON TO REPRESENT THEMSELVES.
I THINK WE HAVE A PROBLEM JUDGE.
I TRIED TO GO AND ACT FOR MYSELF. ONE TIME I TRIED TO GET A VENUE CHANGED DOWN IN MY OWN AREA. I HAD ALL THE RIGHT PAPERS AND I KNEW WHAT I WAS TALKING ABOUT, BUT THE JUDGE MADE ME FEEL LIKE AN IDIOT.
I WENT TO REPRESENT MYSELF ON A MEDIATION ON A SEPARATION WITH A CHILD, AND IT WAS REALLY DIFFICULT.
I WENT TO THE COURT SYSTEM AND IT WAS DIFFICULT, BUT AN ATTORNEY IS EXPENSIVE.
I WORKED THERE AND THEY DON'T ENCOURAGE IT.
IF THEY'RE DUMB ENOUGH TO STAND UP FOR THEMSELVES, THEN THEY GET WHAT THEY DESERVE.
IF YOU ACT AS YOUR OWN ATTORNEY BECAUSE YOU CAN'T AFFORD ONE, IT SEEMS EVERY TIME YOU OPEN YOUR MOUTH THE JUDGE GETS MAD AT YOU. YOU JUST SAY YOU'RE TELLING THE TRUTH, BUT THE COPS CAN LIE.
IF YOU DON'T HIRE A LAWYER YOU'RE SHIT OUT OF LUCK. YOU WANT TO REPRESENT YOURSELF? FORGET IT. THE JUDGE HAS NO RESPECT FOR YOU WHATSOEVER.
IF YOU GO TO COURT AND REPRESENT YOURSELF, THEY EXPECT YOU TO GO WITH AN ATTORNEY, AND THEY MIGHT EVEN HELP NOW.
I'VE BEEN IN SITUATIONS, MAINLY CHILD CUSTODY CASES, AND MY EX-WIFE DIDN'T HAVE ENOUGH MONEY TO HIRE AN ATTORNEY, SO SHE PRETTY MUCH GOT RAKED OVER THE COALS.

Q48
How important is it for the Utah courts to assist those who want to act as their own attorney in court?



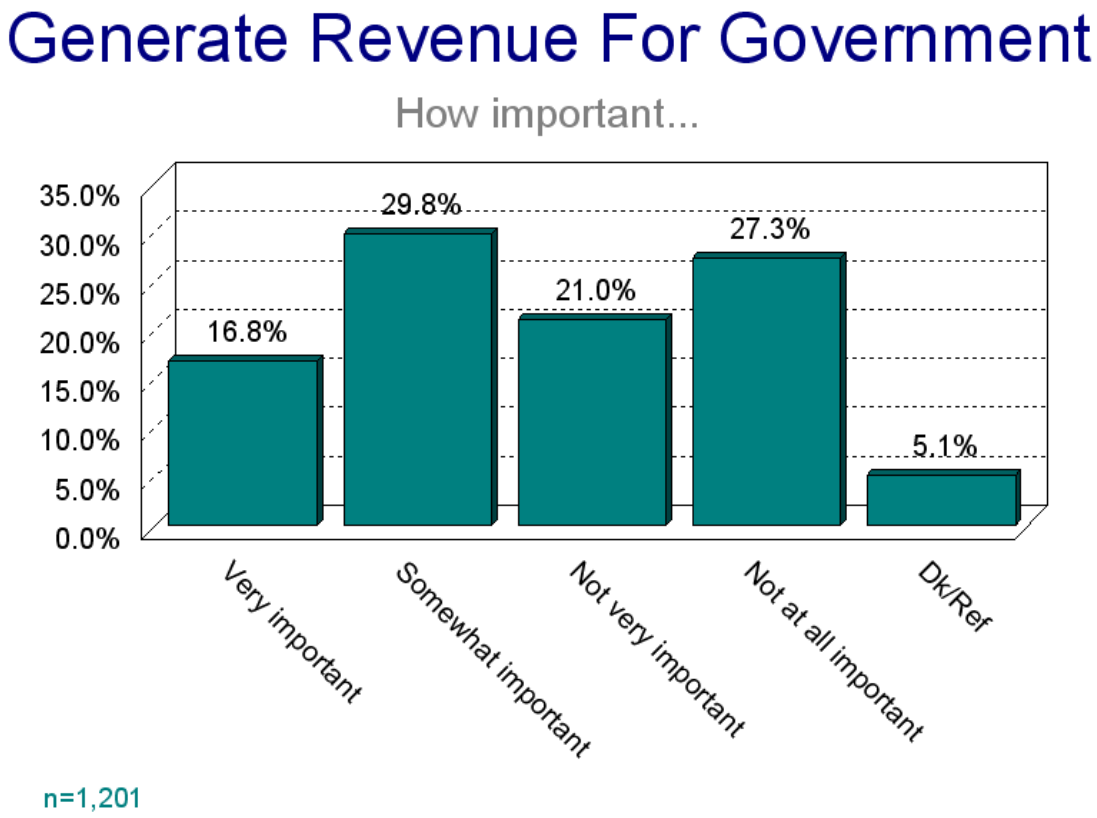
Eight out of 10 respondents felt this was an important service and function of the courts. There were no significant differences or patterns in the demographics include the ethnic demographic.

Q51
One of the purposes of the courts is to generate revenue for the government.



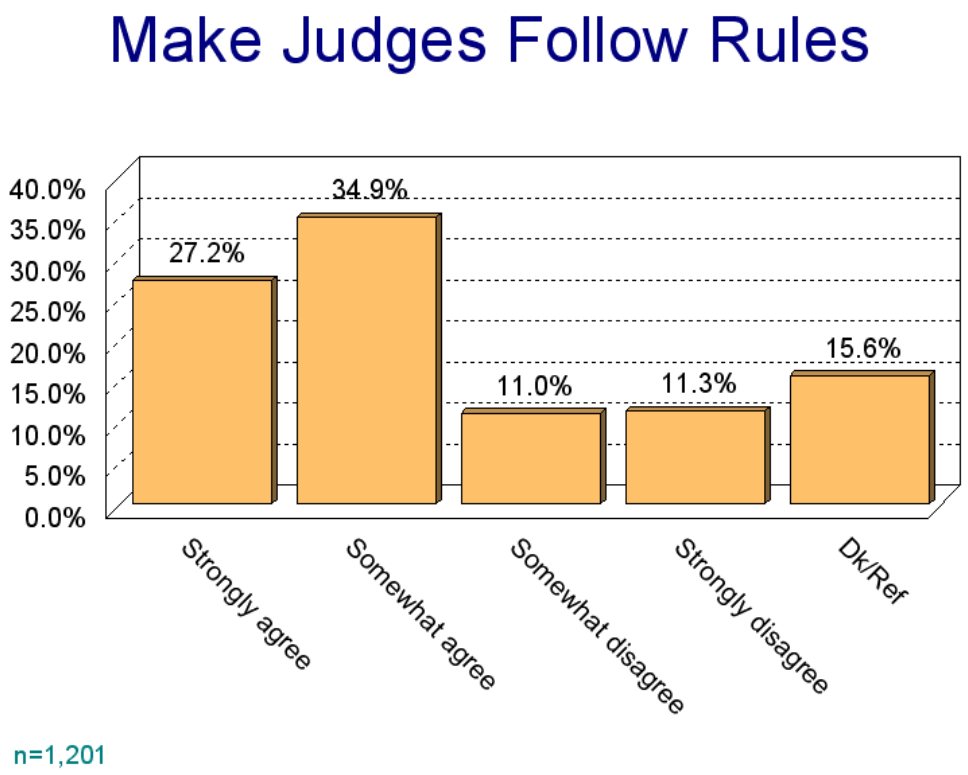
As many disagree as agree that this should be one of the purposes of the courts. In the next graphic, as many feel it is not an important function as feel it is an important function.

Q52
How important is it for the Utah courts to generate revenue for the government.



This is a service of the courts that is not considered an important function of the courts.

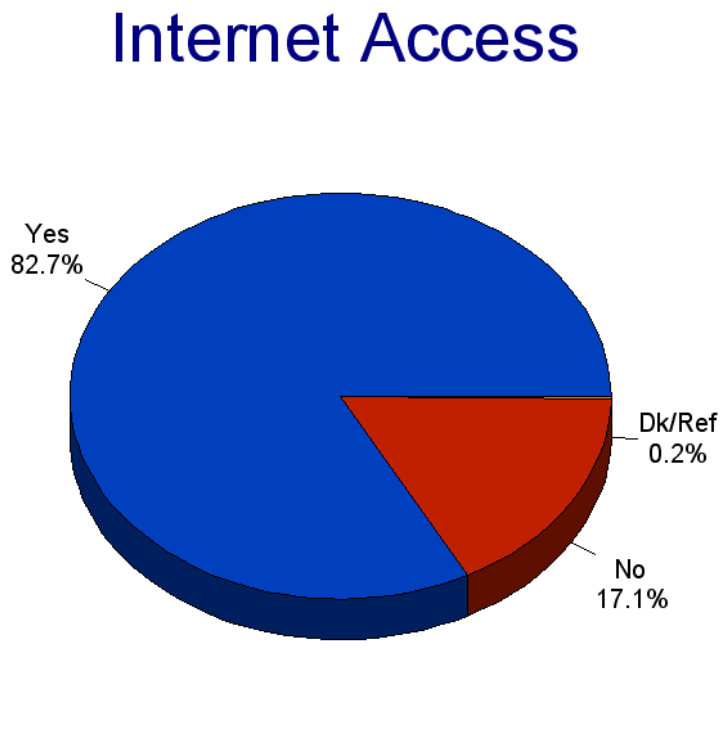
Q53
The Utah courts do enough to make sure judges follow the rules.



This is another situation with a significantly high don't know response.

The disagreement with this statement was fairly uniform across all income groups but peaked in the $10 - $15,000 income group. The Hispanic respondents disagreeing were about 10% higher than the general results.

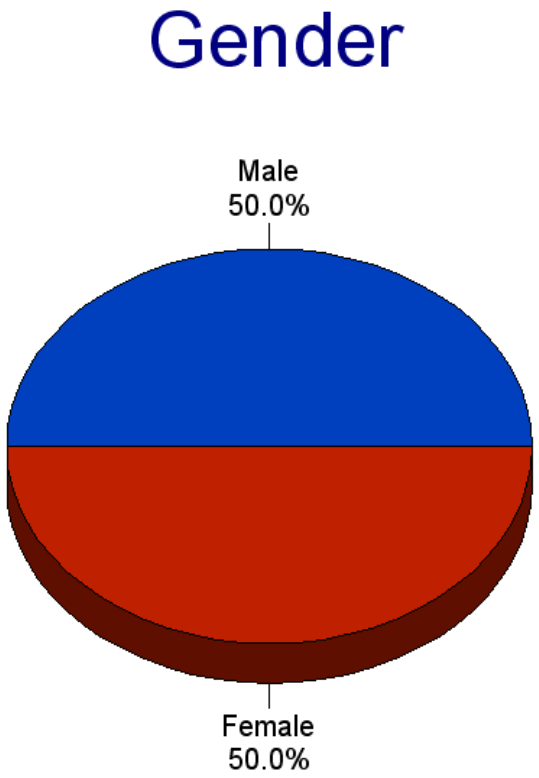
SINT
Do you have internet access?



Utah has one of the higher Internet accessible populations in the nation.

Demographics:

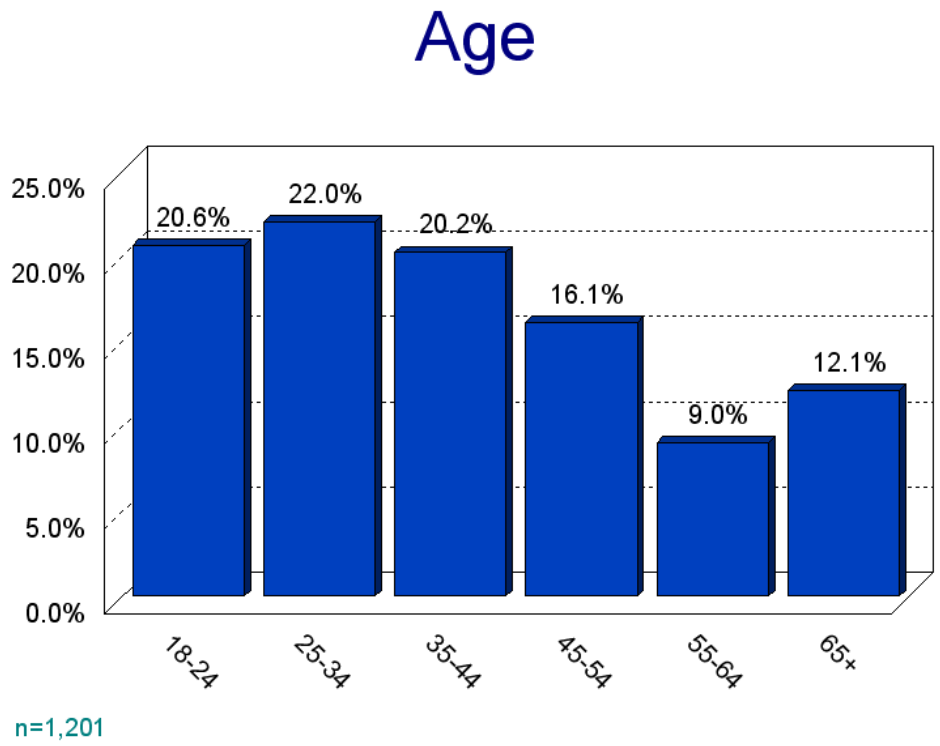
Gender



n=1,201

This reflects the census data for the state.

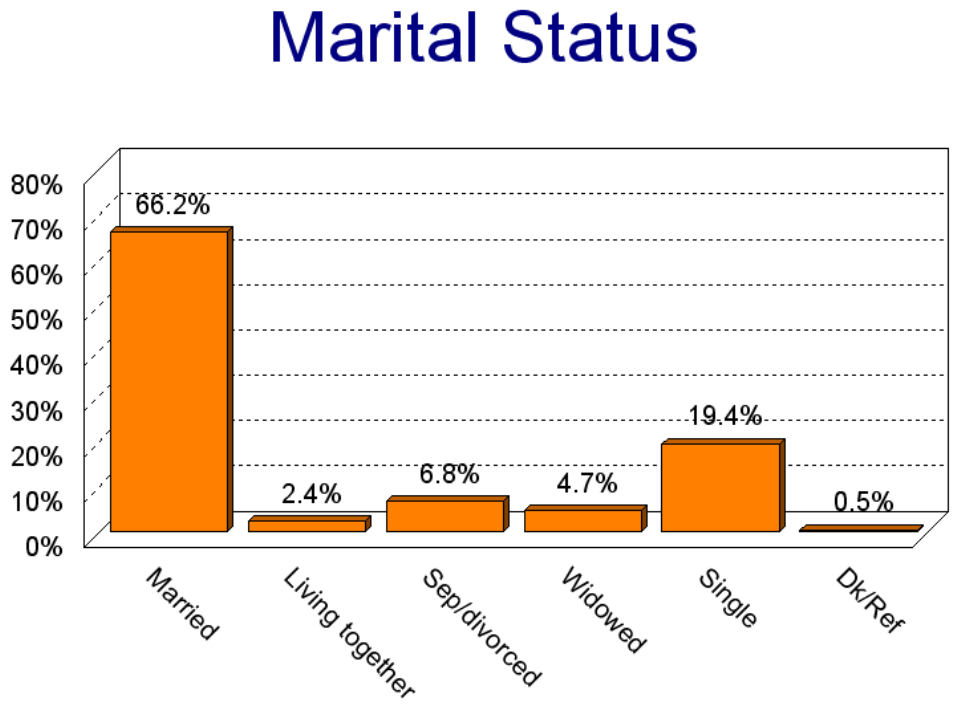
D2 AGE



The age groups closely reflect the census data for Utah. When compared with census projections for 2005 there are some minor deviations.

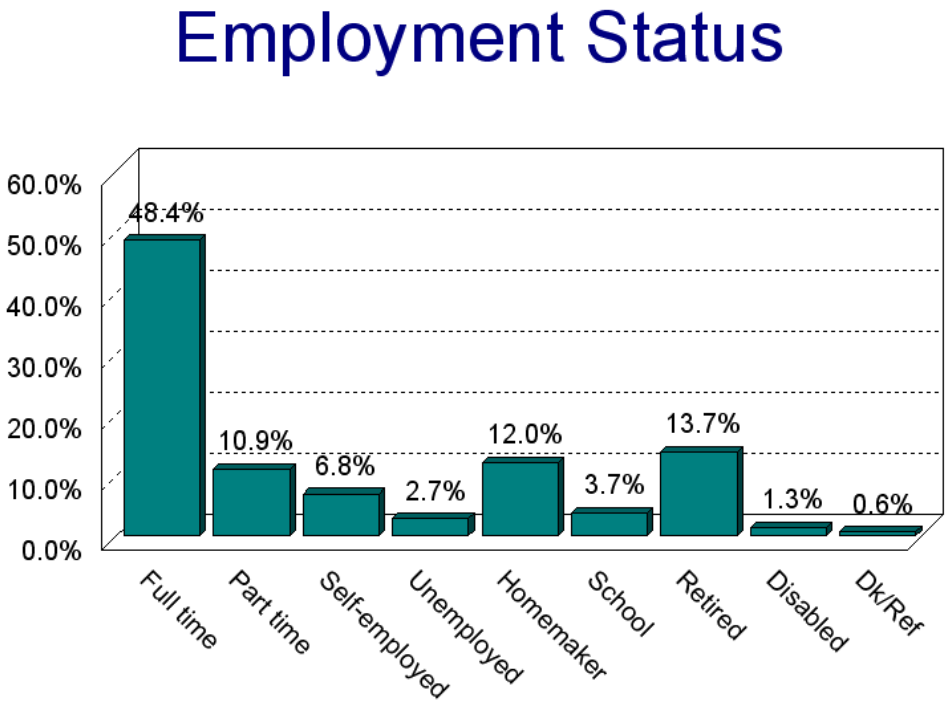
Age Grp	2005	Survey	Deviation
18-24	14.6%	20.6%	6.0%
25-34	25.6%	22.0%	-3.6%
35-44	18.5%	20.2%	1.7%
34-54	17.1%	16.1%	-1.0%
55-64	11.1%	9.0%	-2.1%
65 plus	13.1%	12.1%	-1.0%
	100.0%	100.0%	0.0%

D3 MARITIAL STATUS



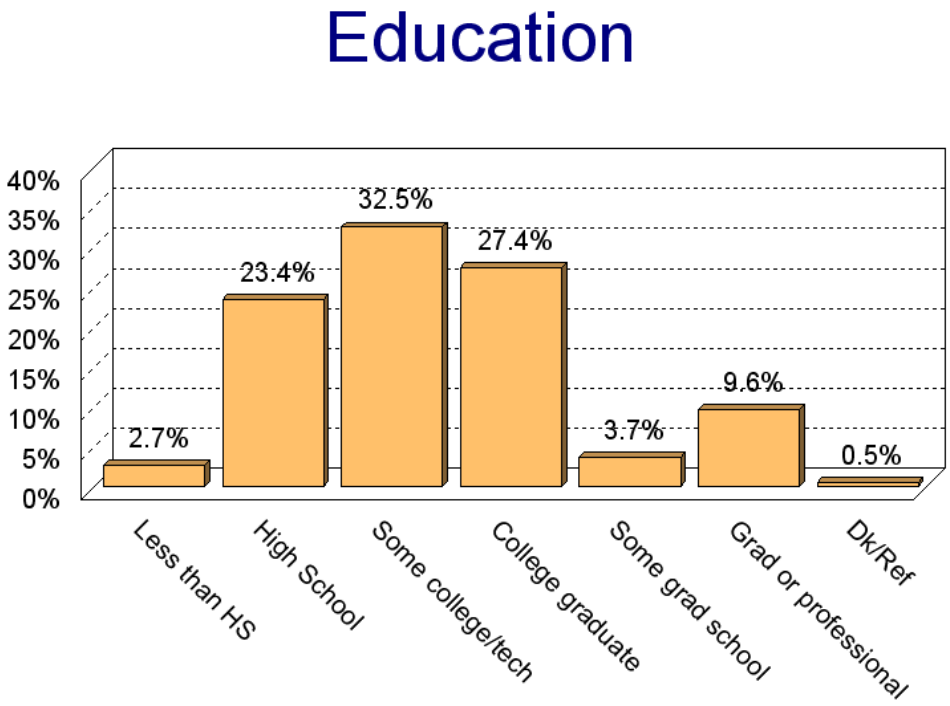
n=1,201

D4 EMPLOYMENT STATUS



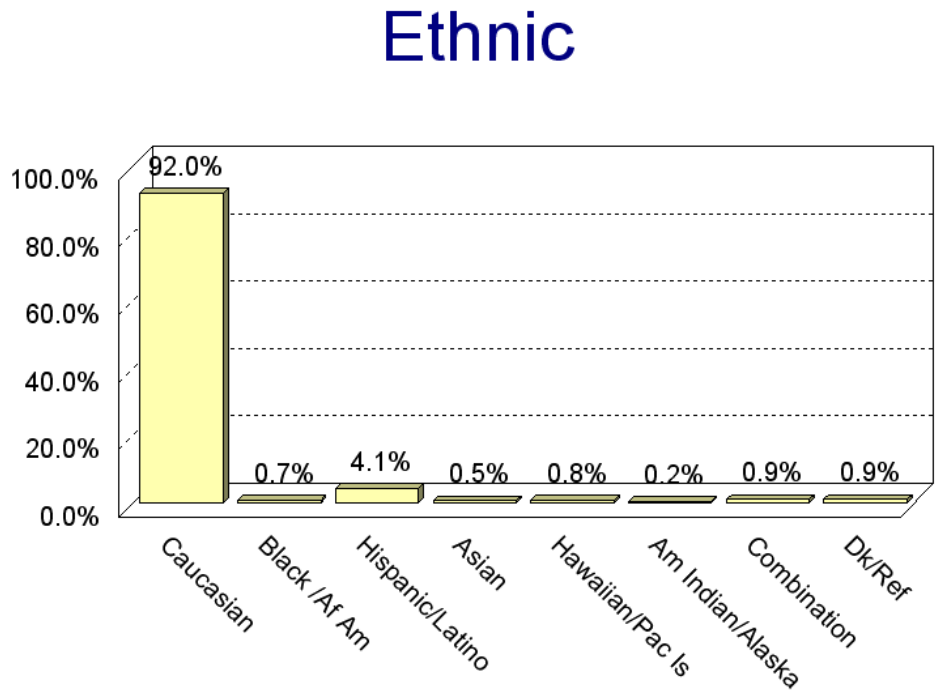
n=1,201

D5 EDUCATION



n=1,201

D7 Ethnic



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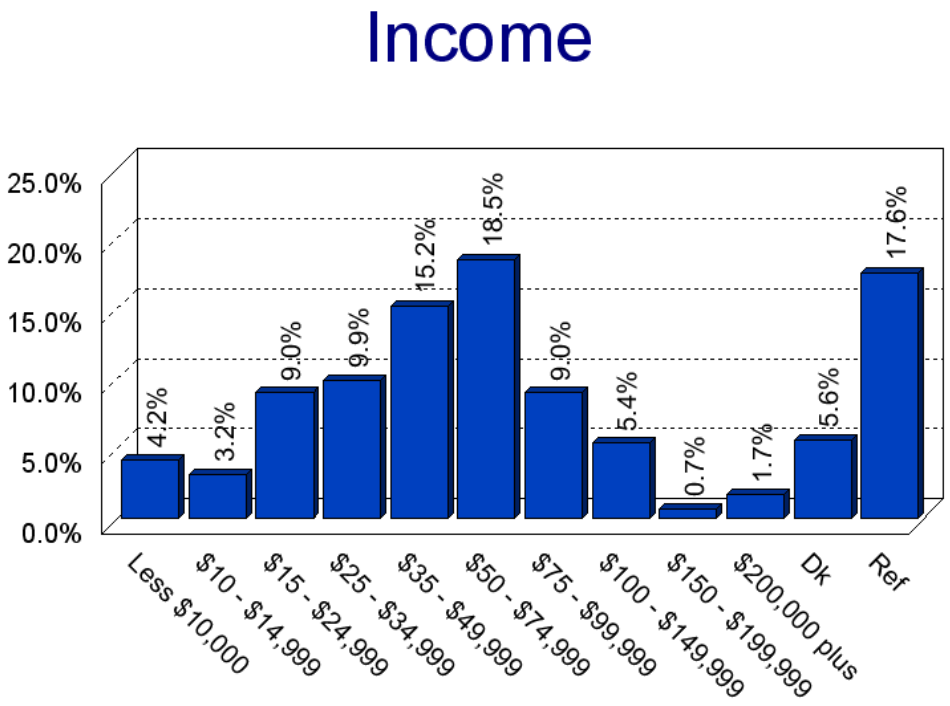
Census 2005 Projection	Utah	Survey	Jurors
White / Caucasian	83.8%	92.0%	92.4%
Black / African American	0.9%	0.7%	0.8%
Hispanic / Latino	10.1%	4.1%	2.4%
Am Indian / Alaska Nat	1.3%	0.2%	1.6%
Asian	1.9%	0.5%	2.0%
Hawaiian/Pacific Islander	0.7%	0.8%	0.8%
Combination	1.3%	0.9%	

D8 INCOME



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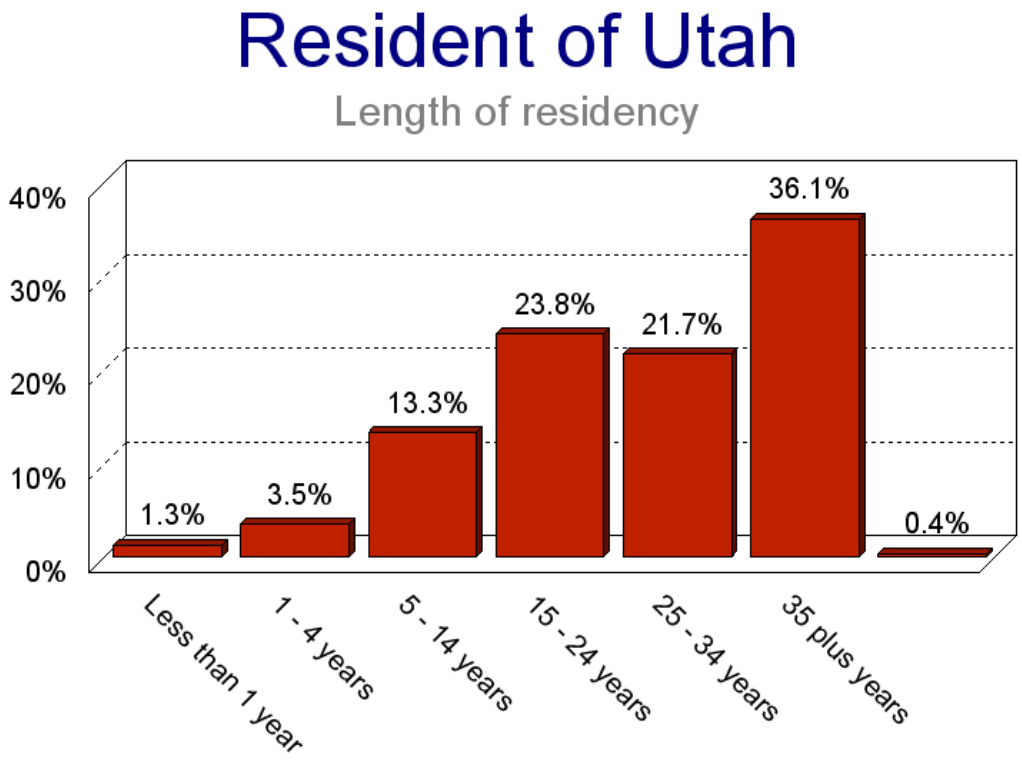
D9 YEARS AS UTAH RESIDENT



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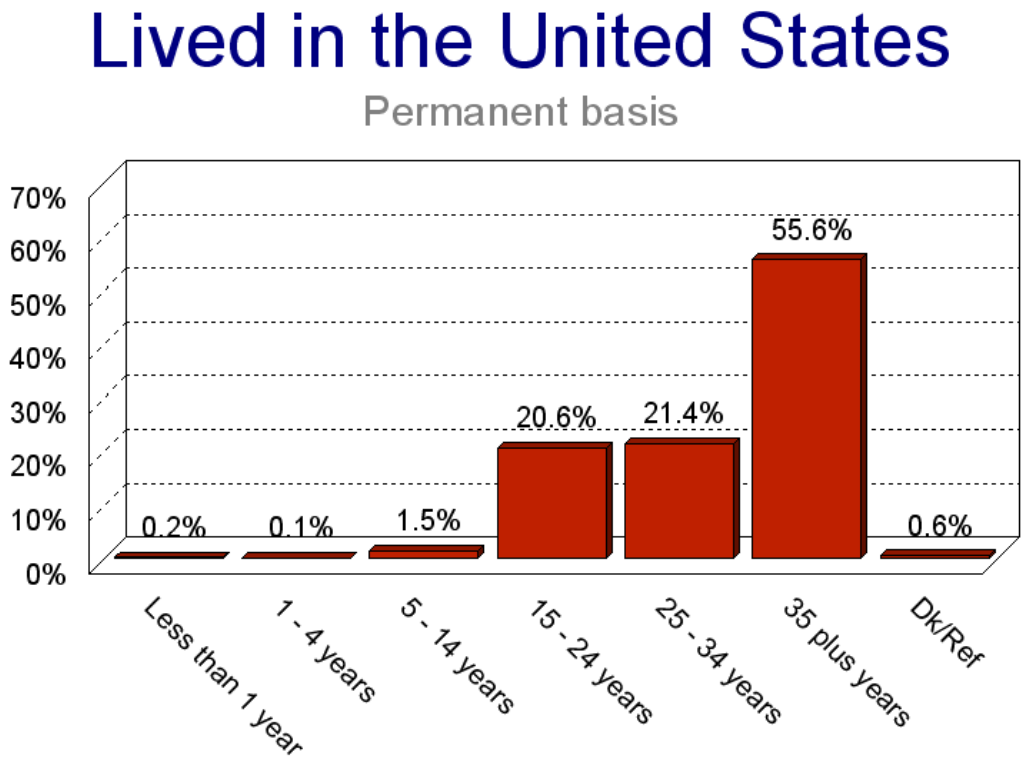
D11 YEARS AS PERMANENT RESIDENT



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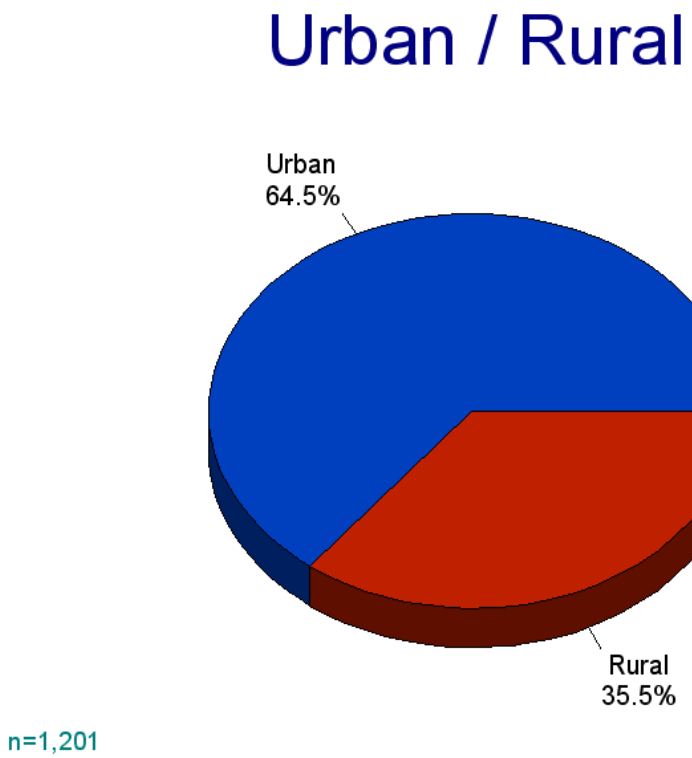
D1 ZIP



The urban classification represents the respondents in Utah, Salt Lake, Davis, Weber and Summit counties. Rural includes all other counties in the state. This is calculated by the zip codes collected during the interviewing process.

Frequency Tables - Utah Courts - 2006

S3 How many years have you been a resident of Utah?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	15	1.3	1.3	1.3
	1 - 4 years	42	3.5	3.5	4.7
	5 - 14 years	159	13.3	13.3	18.0
	15 - 24 years	286	23.8	23.8	41.8
	25 - 34 years	261	21.7	21.7	63.5
	35 plus years	433	36.1	36.1	99.6
	Don't Know	1	.1	.1	99.7
	Refused	4	.3	.3	100.0
	Total	1201	100.0	100.0	

SINT Do you have access to the Internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	993	82.7	82.7	82.7
	No	205	17.1	17.1	99.8
	Don't Know	1	.1	.1	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

S6 Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	600	50.0	50.0	50.0
	Female	600	50.0	50.0	100.0
	Total	1201	100.0	100.0	

1 In general, how would you rate your confidence in the Public Schools?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	291	24.2	24.2	24.2
	Somewhat Confident	581	48.4	48.4	72.6
	Not Very Confident	212	17.7	17.7	90.3
	Not at All Confident	90	7.5	7.5	97.8
	Don't Know	26	2.1	2.1	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

2 In general, how would you rate your confidence in your local Police Department or County Sheriff?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	541	45.0	45.0	45.0
	Somewhat Confident	467	38.9	38.9	83.9
	Not Very Confident	124	10.3	10.3	94.2
	Not at All Confident	61	5.1	5.1	99.3
	Don't Know	8	.7	.7	100.0
	Total	1201	100.0	100.0	

3 In general, how would you rate your confidence in the US Supreme Court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	316	26.3	26.3	26.3
	Somewhat Confident	639	53.2	53.2	79.5
	Not Very Confident	143	11.9	11.9	91.4
	Not at All Confident	54	4.5	4.5	95.9
	Don't Know	49	4.1	4.1	100.0
	Total	1201	100.0	100.0	

4 In general, how would you rate your confidence in the Utah Courts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	299	24.9	24.9	24.9
	Somewhat Confident	632	52.7	52.7	77.6
	Not Very Confident	140	11.7	11.7	89.3
	Not at All Confident	66	5.5	5.5	94.8
	Don't Know	62	5.2	5.2	100.0
	Total	1201	100.0	100.0	

5 In general, how would you rate your confidence in the Utah State Legislature?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	189	15.8	15.8	15.8
	Somewhat Confident	639	53.2	53.2	69.0
	Not Very Confident	223	18.6	18.6	87.6
	Not at All Confident	106	8.9	8.9	96.4
	Don't Know	42	3.5	3.5	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

6 In general, how would you rate your confidence in the Governor's Office?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Confident	408	34.0	34.0	34.0
	Somewhat Confident	584	48.7	48.7	82.7
	Not Very Confident	110	9.2	9.2	91.9
	Not at All Confident	51	4.2	4.2	96.1
	Don't Know	46	3.9	3.9	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

8 Overall, what is your opinion of the Utah courts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	84	7.0	7.0	7.0
	Very Good	326	27.1	27.1	34.1
	Good	451	37.6	37.6	71.7
	Fair	217	18.1	18.1	89.8
	Poor	87	7.2	7.2	97.0
	Don't Know	36	3.0	3.0	100.0
	Total	1201	100.0	100.0	

9 Which of the following best describes how familiar you are with the Utah courts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Intimately familiar	85	7.0	7.0	7.0
	Broadly familiar	187	15.6	15.6	22.6
	Familiar	330	27.5	27.5	50.2
	Somewhat familiar	448	37.3	37.3	87.5
	Not familiar at all	148	12.3	12.3	99.8
	Don't Know	2	.2	.2	100.0
	Total	1201	100.0	100.0	

Q9A Multiple Response Table

		Count	Column %
9A 1-3 Familiarity with courts. Multiple responses table	District Courts	525	50.0%
	Juvenile Courts	234	22.2%
	Justice Courts	232	22.1%
	Appellate Courts	31	2.9%
	Supreme Court	125	11.9%
	Don't Know	136	13.0%
	Refused	2	.1%
Total		1050	100.0%

9A (First Mention) With which branch or branches of the Utah state courts would you say you are most familiar with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	District Courts	483	40.2	46.0	46.0
	Juvenile Courts	157	13.1	14.9	60.9
	Justice Courts	165	13.8	15.7	76.7
	Appellate Courts	14	1.2	1.4	78.0
	Supreme Court	93	7.8	8.9	86.9
	Don't Know	136	11.3	13.0	99.9
	Refused	2	.1	.1	100.0
	Total	1050	87.5	100.0	
Missing	System	150	12.5		
Total		1201	100.0		

9A (Second Mention) With which branch or branches of the Utah state courts would you say you are most familiar with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	District Courts	31	2.6	18.2	18.2
	Juvenile Courts	70	5.8	40.6	58.8
	Justice Courts	47	3.9	27.0	85.8
	Appellate Courts	8	.6	4.5	90.3
	Supreme Court	17	1.4	9.7	100.0
	Total	172	14.3	100.0	
Missing	System	1028	85.7		
Total		1201	100.0		

9A (Third Mention) With which branch or branches of the Utah state courts would you say you are most familiar with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	District Courts	10	.9	17.1	17.1
	Juvenile Courts	7	.6	10.9	28.0
	Justice Courts	20	1.7	33.1	61.1
	Appellate Courts	9	.7	14.2	75.3
	Supreme Court	15	1.3	24.7	100.0
	Total	61	5.1	100.0	
Missing	System	1139	94.9		
Total		1201	100.0		

10 Have you ever needed to get information about the courts?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	390	32.5	32.5	32.5
	No	805	67.1	67.1	99.6
	Don't Know	5	.4	.4	100.0
	Total	1201	100.0	100.0	

Q11 Multiple Response Table

		Count	Column %
11 - 1-4 Go for information. Multiple response table	Civic or church group or organization	7	1.7%
	Court web sites	43	11.0%
	Courthouse	142	36.4%
	An attorney	57	14.6%
	Family or friends	27	6.8%
	School	13	3.4%
	Library	19	5.0%
	Newspapers / News magazines	4	1.0%
	Internet	102	26.2%
	Radio	2	.6%
	Phone book	28	7.3%
	TV news	1	.2%
	Other TV shows	1	.2%
	Other	22	5.7%
	Did not look	1	.2%
	Don't Know	12	3.0%
Total		390	100.0%

11 (First Mention) Where did you go for this information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Civic or church group or organization	6	.5	1.5	1.5
	Court web sites	37	3.1	9.6	11.1
	Courthouse	126	10.5	32.2	43.3
	An attorney	41	3.4	10.6	53.9
	Family or friends	14	1.2	3.7	57.5
	School	10	.8	2.5	60.1
	Library	13	1.1	3.2	63.3
	Newspapers / News magazines	4	.3	1.0	64.3
	Internet	84	7.0	21.6	85.9
	Radio	2	.2	.6	86.5
	Phone book	21	1.8	5.5	92.0
	TV news	1	.1	.2	92.1
	Other TV shows	1	.1	.2	92.4
	Other	17	1.4	4.4	96.8
	Did not look	1	.1	.2	97.0
	Don't Know	12	1.0	3.0	100.0
	Total	390	32.5	100.0	
Missing	System	810	67.5		
Total		1201	100.0		

11 (Second Mention) Where did you go for this information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Civic or church group or organization	1	.1	1.0	1.0
	Court web sites	5	.4	5.9	7.0
	Courthouse	16	1.3	19.6	26.5
	An attorney	15	1.3	18.7	45.3
	Family or friends	9	.7	11.1	56.4
	School	3	.3	4.3	60.7
	Library	7	.6	8.4	69.1
	Internet	14	1.1	16.9	86.0
	Phone book	6	.5	7.7	93.7
	Other	5	.4	6.3	100.0
	Total	80	6.7	100.0	
Missing	System	1121	93.3		
Total		1201	100.0		

11 (Third Mention) Where did you go for this information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	An attorney	1	.1	8.6	8.6
	Family or friends	3	.3	33.8	42.4
	Internet	5	.4	49.1	91.4
	Phone book	1	.1	8.6	100.0
	Total	10	.8	100.0	
Missing	System	1191	99.2		
Total		1201	100.0		

11 (Fourth Mention) Where did you go for this information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Court web sites	1	.1	50.0	50.0
	Courthouse	1	.1	50.0	100.0
	Total	2	.1	100.0	
Missing	System	1199	99.9		
Total		1201	100.0		

12 How useful was the information provided by the Court website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	21	1.8	49.2	49.2
	Somewhat Useful	22	1.8	50.8	100.0
	Total	43	3.6	100.0	
Missing	System	1158	96.4		
Total		1201	100.0		

13 How useful was the information provided by the Court staff?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Useful	72	6.0	50.5	50.5
	Somewhat Useful	54	4.5	37.8	88.3
	Not Very Useful	10	.8	7.2	95.4
	Not at All Useful	3	.2	2.1	97.5
	Don't Know	4	.3	2.5	100.0
	Total	142	11.8	100.0	
Missing	System	1058	88.2		
Total		1201	100.0		

14 How often do you get information about the Utah courts from the Internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	76	6.3	6.3	6.3
	Sometimes	183	15.2	15.2	21.5
	Hardly Ever	345	28.7	28.7	50.3
	Never	591	49.3	49.3	99.5
	Don't Know	6	.5	.5	100.0
	Total	1201	100.0	100.0	

15 How often do you get information about the Utah courts from newspapers or news magazines?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	275	22.9	22.9	22.9
	Sometimes	413	34.4	34.4	57.3
	Hardly Ever	263	21.9	21.9	79.2
	Never	244	20.3	20.3	99.6
	Don't Know	4	.3	.3	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

16 How often do you get information about the Utah courts from the Radio?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	151	12.5	12.5	12.5
	Sometimes	320	26.6	26.6	39.2
	Hardly Ever	307	25.6	25.6	64.7
	Never	421	35.1	35.1	99.8
	Don't Know	3	.2	.2	100.0
	Total	1201	100.0	100.0	

17 How often do you get information about the Utah courts from TV news programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	355	29.5	29.5	29.5
	Sometimes	480	40.0	40.0	69.6
	Hardly Ever	193	16.1	16.1	85.6
	Never	169	14.0	14.0	99.7
	Don't Know	4	.3	.3	100.0
	Total	1201	100.0	100.0	

18 How often do you get information about how courts work from TV dramas, sitcoms, Movies or reality shows such as Judge Judy, Law & Order, or CSI?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	233	19.4	19.4	19.4
	Sometimes	302	25.2	25.2	44.6
	Hardly Ever	294	24.5	24.5	69.1
	Never	361	30.1	30.1	99.2
	Don't Know	7	.6	.6	99.7
	Refused	3	.3	.3	100.0
	Total	1201	100.0	100.0	

19 Have you or anyone in your household ever 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?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - I have	631	52.6	52.6	52.6
	Yes - Someone in household	156	13.0	13.0	65.6
	No personal involvement with courts	396	33.0	33.0	98.6
	Don't Know	14	1.2	1.2	99.7
	Refused	3	.3	.3	100.0
	Total	1201	100.0	100.0	

20 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...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Parking or traffic ticket	77	6.4	12.2	12.2
	Matter involving a will, trust or inheritance	7	.6	1.1	13.2
	Civil case like an accident, injury, or financial dispute	113	9.4	17.8	31.1
	Small claims case	36	3.0	5.7	36.7
	Family matter, such as divorce, or a child custody case	85	7.1	13.4	50.2
	Juvenile delinquency case	36	3.0	5.7	55.9
	Mental health case	2	.2	.4	56.3
	Criminal matter where an adult was charged	206	17.2	32.7	89.0
	Other	30	2.5	4.8	93.8
	Don't Know	33	2.7	5.2	99.0
	Refused	7	.6	1.0	100.0
	Total	631	52.6	100.0	
Missing	System	570	47.4		
Total		1201	100.0		

21 In this case were you...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Called for jury duty but did not get selected	134	11.2	21.3	21.3
	Selected to sit on the jury or as alternate juror	94	7.9	15.0	36.2
	Person filing the lawsuit or action	71	5.9	11.2	47.4
	Person being sued	31	2.6	4.9	52.3
	Witness in the case	88	7.3	13.9	66.2
	Defendant	85	7.1	13.5	79.7
	Victim in the case	54	4.5	8.6	88.3
	Other	52	4.3	8.2	96.5
	Don't Know	12	1.0	2.0	98.4
	Refused	10	.8	1.6	100.0
	Total	631	52.6	100.0	
Missing	System	570	47.4		
Total		1201	100.0		

22 Was the result of this case favorable or unfavorable for your side of the matter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Favorable	134	11.1	57.2	57.2
	Neither Favorable nor Unfavorable	21	1.8	9.1	66.3
	Unfavorable	65	5.4	27.6	94.0
	Not Resolved	10	.8	4.1	98.1
	Don't Know	4	.4	1.9	100.0
	Total	234	19.5	100.0	
Missing	System	967	80.5		
Total		1201	100.0		

23 Did this experience make you more confident or less confident in the courts or did it have no effect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Much More Confident	112	9.4	17.8	17.8
	Somewhat More Confident	116	9.7	18.4	36.2
	Had NO Effect	229	19.1	36.3	72.5
	Somewhat Less Confident	60	5.0	9.5	82.1
	Much Less Confident	109	9.1	17.2	99.3
	Don't Know	3	.3	.5	99.8
	Refused	1	.1	.2	100.0
	Total	631	52.6	100.0	
Missing	System	570	47.4		
Total		1201	100.0		

24 When did this contact take place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Year or less	144	12.0	22.8	22.8
	2 - 3 Years	182	15.2	28.8	51.7
	4 - 5 Years	88	7.3	14.0	65.6
	6 - 10 Years	96	8.0	15.1	80.8
	11 - 20	79	6.6	12.5	93.3
	21 or more years	22	1.8	3.5	96.8
	DK	17	1.4	2.7	99.5
	REF	3	.3	.5	100.0
	Total	631	52.6	100.0	
Missing	System	570	47.4		
Total		1201	100.0		

Q25 Multiple Response Table

		Count	Column %
25 1-3 Last 3 years - contact with courts. Multiple response table.	No to All	879	73.2%
	Website	59	4.9%
	Phone	104	8.6%
	Counter	214	17.9%
	DON'T KNOW	13	1.1%
	Refused	6	.5%
Total		1201	100.0%

25 (First Mention) In the last three years, have you done any business with the courts on the website, over the phone, or in person over the counter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No to All	879	73.2	73.2	73.2
	Website	52	4.3	4.3	77.5
	Phone	76	6.4	6.4	83.9
	Counter	174	14.5	14.5	98.4
	DON'T KNOW	13	1.1	1.1	99.5
	Refused	6	.5	.5	100.0
	Total	1201	100.0	100.0	

25 (Second Mention) In the last three years, have you done any business with the courts on the website, over the phone, or in person over the counter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Website	4	.3	7.2	7.2
	Phone	27	2.3	48.1	55.2
	Counter	25	2.1	44.8	100.0
	Total	57	4.7	100.0	
Missing	System	1144	95.3		
Total		1201	100.0		

25 (Third Mention) In the last three years, have you done any business with the courts on the website, over the phone, or in person over the counter?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Website	3	.3	17.6	17.6
	Counter	15	1.2	82.4	100.0
	Total	18	1.5	100.0	
Missing	System	1183	98.5		
Total		1201	100.0		

26 In general, were you satisfied or dissatisfied with your Website content?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	32	2.7	54.5	54.5
	Somewhat Satisfied	20	1.6	33.5	88.0
	Somewhat Dissatisfied	5	.4	8.1	96.1
	Very Dissatisfied	2	.1	2.8	98.9
	Don't Know	1	.1	1.1	100.0
	Total	59	4.9	100.0	
Missing	System	1142	95.1		
Total		1201	100.0		

27 In general, were you satisfied or dissatisfied with your phone contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	49	4.1	47.1	47.1
	Somewhat Satisfied	36	3.0	34.6	81.7
	Somewhat Dissatisfied	4	.3	3.6	85.3
	Very Dissatisfied	13	1.1	12.9	98.1
	Don't Know	1	.1	1.1	99.2
	Refused	1	.1	.8	100.0
	Total	104	8.6	100.0	
Missing	System	1097	91.4		
Total		1201	100.0		

28 In general, were you satisfied or dissatisfied with your in person contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	90	7.5	42.0	42.0
	Somewhat Satisfied	76	6.4	35.7	77.7
	Somewhat Dissatisfied	19	1.6	9.1	86.8
	Very Dissatisfied	25	2.1	11.7	98.5
	Don't Know	3	.3	1.5	100.0
	Total	214	17.9	100.0	
Missing	System	986	82.1		
Total		1201	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	24.2	24.2	24.2
	No	907	75.6	75.6	99.8
	Don't Know/Not Sure	1	.1	.1	99.8
	Refused	2	.2	.2	100.0
	Total	1201	100.0	100.0	

31a Would you say a physical problem that makes using the courthouse difficult kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	2.0	8.3	8.3
	No	263	21.9	90.4	98.7
	Don't Know/Not Sure	4	.3	1.3	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

32a Would you say the availability of another way to solve your problem kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	11.9	49.1	49.1
	No	141	11.8	48.7	97.7
	Don't Know/Not Sure	7	.5	2.3	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

33a Would you say the cost of hiring an attorney kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	213	17.7	73.2	73.2
	No	73	6.1	25.2	98.4
	Don't Know/Not Sure	5	.4	1.6	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

34a Would you say the court fees required kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	11.1	46.0	46.0
	No	141	11.7	48.4	94.4
	Don't Know/Not Sure	16	1.3	5.6	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

35a Would you say the distance you would have to travel kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	2.4	9.7	9.7
	No	261	21.7	89.7	99.4
	Don't Know/Not Sure	2	.1	.6	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

36a Would you say the hours or days the court is open kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	3.4	13.9	13.9
	No	247	20.6	85.1	99.1
	Don't Know/Not Sure	3	.2	.9	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

37a Would you say difficulty with speaking, reading or understanding English kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	1.4	5.9	5.9
	No	272	22.7	93.8	99.6
	Don't Know/Not Sure	1	.1	.4	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

38a Would you say the lack of child care facilities at the court kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	1.4	5.9	5.9
	No	271	22.6	93.2	99.1
	Don't Know/Not Sure	2	.2	.9	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

39a Would you say the time it took away from work or home kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	108	9.0	37.2	37.2
	No	180	15.0	62.1	99.3
	Don't Know/Not Sure	2	.2	.7	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

40a Would you say the length of time it might take to get a decision kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	11.8	48.6	48.6
	No	146	12.2	50.3	98.9
	Don't Know/Not Sure	3	.3	1.1	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

41a Would you say uneasiness about what might happen to you kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	104	8.7	35.8	35.8
	No	184	15.3	63.3	99.1
	Don't Know/Not Sure	3	.2	.9	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

42a Would you say that you feel the process was too confusing and that kept you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	101	8.4	34.6	34.6
	No	186	15.5	64.0	98.6
	Don't Know/Not Sure	3	.3	1.0	99.6
	Refused	1	.1	.4	100.0
	Total	291	24.2	100.0	
Missing	System	910	75.8		
Total		1201	100.0		

31b Would you say a physical problem that makes using the courthouse difficult might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	134	11.2	14.8	14.8
	No	757	63.0	83.3	98.1
	Don't Know/Not Sure	14	1.1	1.5	99.6
	Refused	3	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

32b Would you say the availability of another way to solve your problem might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	683	56.9	75.2	75.2
	No	195	16.2	21.4	96.7
	Don't Know/Not Sure	27	2.2	3.0	99.6
	Refused	3	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

33b Would you say the cost of hiring an attorney might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	695	57.9	76.5	76.5
	No	187	15.6	20.6	97.1
	Don't Know/Not Sure	23	1.9	2.5	99.6
	Refused	3	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

34b Would you say the court fees required might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	465	38.7	51.2	51.2
	No	376	31.3	41.4	92.5
	Don't Know/Not Sure	64	5.4	7.1	99.6
	Refused	3	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

35b Would you say the distance you would have to travel might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	110	9.2	12.1	12.1
	No	781	65.0	86.0	98.1
	Don't Know/Not Sure	14	1.2	1.5	99.6
	Refused	3	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

36b Would you say the hours or days the court is open might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	185	15.4	20.4	20.4
	No	696	58.0	76.7	97.1
	Don't Know/Not Sure	23	1.9	2.5	99.6
	Refused	4	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

37b Would you say difficulty with speaking, reading or understanding English might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	53	4.4	5.8	5.8
	No	850	70.8	93.6	99.4
	Don't Know/Not Sure	2	.2	.2	99.6
	Refused	4	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

38b Would you say the lack of child care facilities at the court might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	7.0	9.3	9.3
	No	810	67.5	89.2	98.5
	Don't Know/Not Sure	9	.7	1.0	99.4
	Refused	5	.4	.6	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

39b Would you say the time it took away from work or home might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	386	32.1	42.5	42.5
	No	498	41.4	54.8	97.3
	Don't Know/Not Sure	21	1.7	2.3	99.6
	Refused	4	.3	.4	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

40b Would you say the length of time it might take to get a decision might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	436	36.3	48.0	48.0
	No	432	36.0	47.5	95.6
	Don't Know/Not Sure	35	2.9	3.8	99.4
	Refused	6	.5	.6	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

41b Would you say uneasiness about what might happen to you might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	328	27.4	36.2	36.2
	No	546	45.5	60.1	96.3
	Don't Know/Not Sure	27	2.2	2.9	99.2
	Refused	7	.6	.8	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

42b Would you say that you feel the process was too confusing and that might keep you from going to court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	312	26.0	34.3	34.3
	No	558	46.5	61.5	95.8
	Don't Know/Not Sure	31	2.6	3.5	99.3
	Refused	6	.5	.7	100.0
	Total	908	75.6	100.0	
Missing	System	292	24.4		
Total		1201	100.0		

43 The Utah courts are protecting the constitutional rights of everyone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	433	36.0	36.0	36.0
	Somewhat Agree	454	37.9	37.9	73.9
	Somewhat Disagree	139	11.5	11.5	85.4
	Strongly Disagree	135	11.2	11.2	96.7
	Don't Know	40	3.3	3.3	99.9
	Refused	1	.1	.1	100.0
	Total	1201	100.0	100.0	

44 How important is it for the Utah courts to protect the constitutional rights of everyone?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	1098	91.4	91.4	91.4
	Somewhat Important	76	6.3	6.3	97.7
	Not Very Important	7	.6	.6	98.3
	Not at All Important	4	.3	.3	98.6
	Don't Know	14	1.2	1.2	99.8
	Refused	2	.2	.2	100.0
	Total	1201	100.0	100.0	

45 The Utah courts are ensuring public safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	438	36.5	36.5	36.5
	Somewhat Agree	531	44.2	44.2	80.7
	Somewhat Disagree	107	8.9	8.9	89.6
	Strongly Disagree	76	6.4	6.4	96.0
	Don't Know	45	3.8	3.8	99.7
	Refused	3	.3	.3	100.0
	Total	1201	100.0	100.0	

46 How important is it for the Utah courts to ensure public safety?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	1032	86.0	86.0	86.0
	Somewhat Important	125	10.4	10.4	96.4
	Not Very Important	14	1.1	1.1	97.5
	Not at All Important	10	.8	.8	98.3
	Don't Know	16	1.4	1.4	99.7
	Refused	4	.3	.3	100.0
	Total	1201	100.0	100.0	

47 The Utah courts do enough to assist those who want to act as their own attorney in court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	166	13.8	13.8	13.8
	Somewhat Agree	381	31.8	31.8	45.6
	Somewhat Disagree	165	13.8	13.8	59.4
	Strongly Disagree	117	9.8	9.8	69.2
	Don't Know	367	30.6	30.6	99.7
	Refused	3	.3	.3	100.0
	Total	1201	100.0	100.0	

48 How important is it for the Utah courts to assist those who want to act as their own attorney in court?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	585	48.7	48.7	48.7
	Somewhat Important	417	34.7	34.7	83.5
	Not Very Important	79	6.6	6.6	90.0
	Not at All Important	44	3.7	3.7	93.7
	Don't Know	71	5.9	5.9	99.6
	Refused	5	.4	.4	100.0
	Total	1201	100.0	100.0	

49 The Utah courts report regularly to the public on their job performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	247	20.6	20.6	20.6
	Somewhat Agree	390	32.5	32.5	53.1
	Somewhat Disagree	242	20.2	20.2	73.2
	Strongly Disagree	212	17.7	17.7	90.9
	Don't Know	105	8.7	8.7	99.6
	Refused	5	.4	.4	100.0
	Total	1201	100.0	100.0	

50 How important is it for the Utah courts to report regularly to the public on their job performance?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	817	68.1	68.1	68.1
	Somewhat Important	290	24.2	24.2	92.3
	Not Very Important	45	3.8	3.8	96.0
	Not at All Important	17	1.4	1.4	97.5
	Don't Know	28	2.3	2.3	99.8
	Refused	3	.2	.2	100.0
	Total	1201	100.0	100.0	

51 One of the purposes of the courts is to generate revenue for the government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	204	17.0	17.0	17.0
	Somewhat Agree	347	28.9	28.9	45.9
	Somewhat Disagree	223	18.6	18.6	64.5
	Strongly Disagree	360	30.0	30.0	94.5
	Don't Know	64	5.3	5.3	99.8
	Refused	2	.2	.2	100.0
	Total	1201	100.0	100.0	

52 How important is it for the Utah courts to generate revenue for the government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	202	16.8	16.8	16.8
	Somewhat Important	358	29.8	29.8	46.6
	Not Very Important	252	21.0	21.0	67.6
	Not at All Important	328	27.3	27.3	94.9
	Don't Know	58	4.9	4.9	99.8
	Refused	3	.2	.2	100.0
	Total	1201	100.0	100.0	

53 The Utah courts do enough to make sure judges follow the rules

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	326	27.2	27.2	27.2
	Somewhat Agree	419	34.9	34.9	62.1
	Somewhat Disagree	132	11.0	11.0	73.1
	Strongly Disagree	136	11.3	11.3	84.4
	Don't Know	185	15.4	15.4	99.8
	Refused	3	.2	.2	100.0
	Total	1201	100.0	100.0	

54 Now overall, what is your opinion of the Utah court system?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	76	6.3	6.3	6.3
	Very Good	403	33.6	33.6	39.9
	Good	432	36.0	36.0	75.9
	Fair	184	15.3	15.3	91.2
	Poor	72	6.0	6.0	97.2
	Don't Know	32	2.7	2.7	99.9
	Refused	2	.1	.1	100.0
	Total	1201	100.0	100.0	

D2 Age group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 - 24	247	20.6	20.6	20.6
	25 - 34	264	22.0	22.0	42.6
	35 - 44	242	20.2	20.2	62.8
	45 - 54	194	16.1	16.1	78.9
	55 - 64	108	9.0	9.0	87.9
	65 or older	145	12.1	12.1	100.0
	Total	1201	100.0	100.0	

D3 Are you currently married, living with someone in a marriage-like relationship but not legally married, separated, divorced, widowed, or single?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	795	66.2	66.2	66.2
	Living together but not legally married	29	2.4	2.4	68.6
	Separated or Divorced	82	6.8	6.8	75.4
	Widowed	56	4.7	4.7	80.1
	Single	233	19.4	19.4	99.5
	Refused	6	.5	.5	100.0
	Total	1201	100.0	100.0	

D4 What is your current employment status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Employed Full time	582	48.4	48.4	48.4
	Employed Part time	130	10.9	10.9	59.3
	Self-employed	81	6.8	6.8	66.0
	Unemployed	32	2.7	2.7	68.7
	A Homemaker	144	12.0	12.0	80.7
	In School	45	3.7	3.7	84.4
	Retired	164	13.7	13.7	98.1
	Disabled/ Not in Labor Force	15	1.3	1.3	99.4
	Refused	8	.6	.6	100.0
	Total	1201	100.0	100.0	

D5 What is the highest level of education you've completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than High School (0-11 yrs)	33	2.7	2.7	2.7
	High School Diploma / GED (12 yrs)	281	23.4	23.4	26.2
	Some College / Tech School / A.A. Degree (13-15 yrs)	391	32.5	32.5	58.7
	College Graduate (BA / BS Degree)	329	27.4	27.4	86.1
	Some Graduate School	45	3.7	3.7	89.9
	Graduate or Professional Degree (MA, PH.D, etc)	116	9.6	9.6	99.5
	Refused	6	.5	.5	100.0
	Total	1201	100.0	100.0	

D7 Which one of these groups would you say best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Caucasian	1104	92.0	92.0	92.0
	African American	8	.7	.7	92.7
	Hispanic/ Latino	49	4.1	4.1	96.7
	Asian	6	.5	.5	97.2
	Native Hawaiian/ Other Pacific Islander	9	.8	.8	98.0
	American Indian/ Alaska Native	3	.2	.2	98.2
	Combination	11	.9	.9	99.1
	Refused	11	.9	.9	100.0
	Total	1201	100.0	100.0	

D8 What was your total combined household income in 2005, before taxes and including all sources?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than $10,000	50	4.2	4.2	4.2
	$10 to $15,000	38	3.2	3.2	7.4
	$15 to $25,000	109	9.0	9.0	16.4
	$25 to $35,000	119	9.9	9.9	26.3
	$35 to $50,000	183	15.2	15.2	41.5
	$50 to $75,000	222	18.5	18.5	60.0
	$75 to $100,000	107	9.0	9.0	69.0
	$100 to $150,000	65	5.4	5.4	74.4
	$150 to $200,000	9	.7	.7	75.1
	$200,000 or More	20	1.7	1.7	76.8
	Don't Know	67	5.6	5.6	82.4
	Refused	212	17.6	17.6	100.0
	Total	1201	100.0	100.0	

D11 How many years have you lived in the US on a permanent basis?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	2	.2	.2	.2
	1 - 4 years	2	.1	.1	.3
	5 - 14 years	18	1.5	1.5	1.8
	15 - 24 years	247	20.6	20.6	22.4
	25 - 34 years	257	21.4	21.4	43.8
	35 plus years	668	55.6	55.6	99.4
	Don't Know	2	.2	.2	99.6
	Refused	5	.4	.4	100.0
	Total	1201	100.0	100.0	

D12 Urban vs. Rural

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Urban	774	64.5	64.5	64.5
	Rural	426	35.5	35.5	100.0
	Total	1201	100.0	100.0	