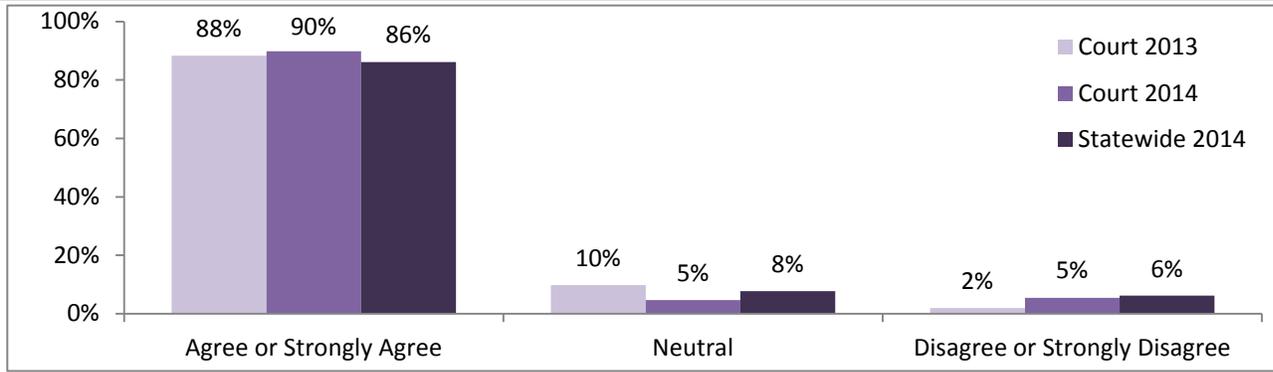


Questions 1 and 2 were directed to all respondents.

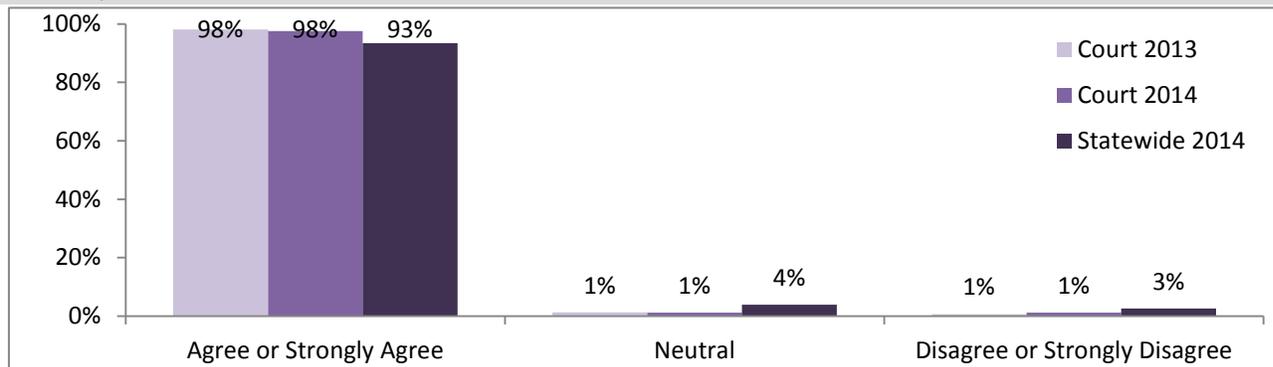
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	94	61%	150	63%	10,542	58%
4 Agree	42	27%	63	27%	5,044	28%
3 Neutral	15	10%	11	5%	1,394	8%
2 Disagree	3	2%	9	4%	563	3%
1 Strongly Disagree	0	0%	4	2%	550	3%
Total Responses	154		237		18,093	
Score		4.5		4.5		4.4
NA - Not Applicable	6		7		496	
No Response	0		3		317	



2) I was treated with courtesy and respect by court staff.

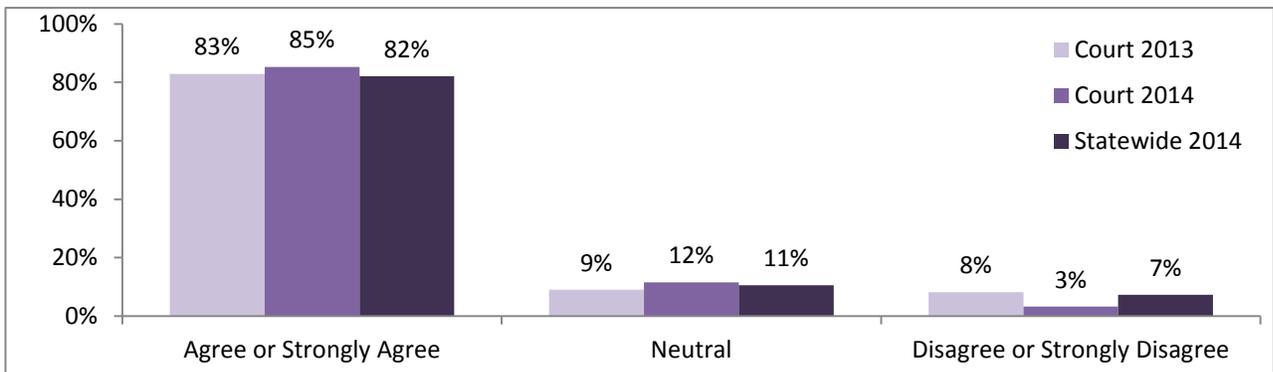
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	125	79%	187	77%	12,932	71%
4 Agree	30	19%	51	21%	4,133	23%
3 Neutral	2	1%	3	1%	719	4%
2 Disagree	1	1%	1	0%	244	1%
1 Strongly Disagree	0	0%	2	1%	238	1%
Total Responses	158		244		18,266	
Score		4.8		4.7		4.6
NA - Not Applicable	0		1		185	
No Response	2		2		455	



Questions 3 and 4 were directed to persons who attended a hearing or trial.

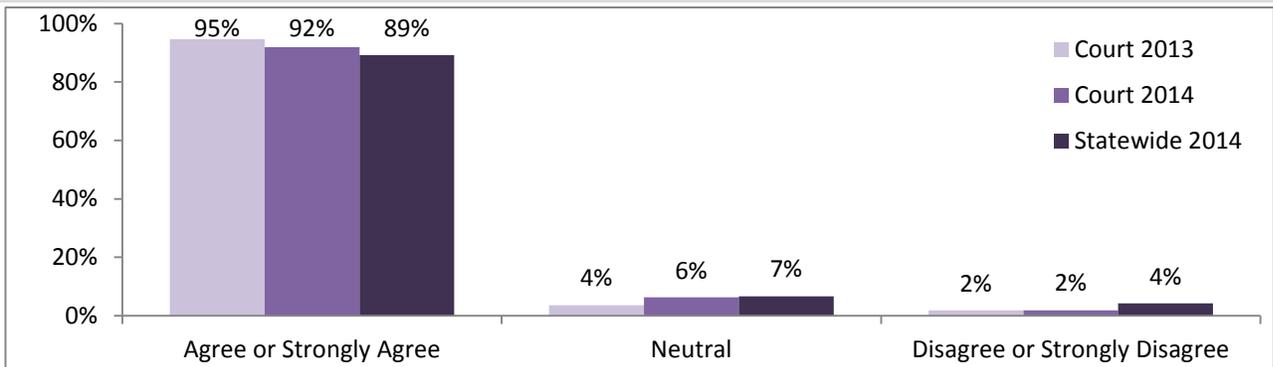
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	59	53%	90	58%	6,476	56%
4 Agree	33	30%	43	28%	3,072	26%
3 Neutral	10	9%	18	12%	1,229	11%
2 Disagree	5	5%	3	2%	387	3%
1 Strongly Disagree	4	4%	2	1%	456	4%
Total Responses	111		156		11,620	
Score		4.2		4.4		4.3
NA - Not Applicable	25		48		2,776	
No Response	24		43		4,510	



4) The judge/magistrate/referee treated everyone with courtesy and respect.

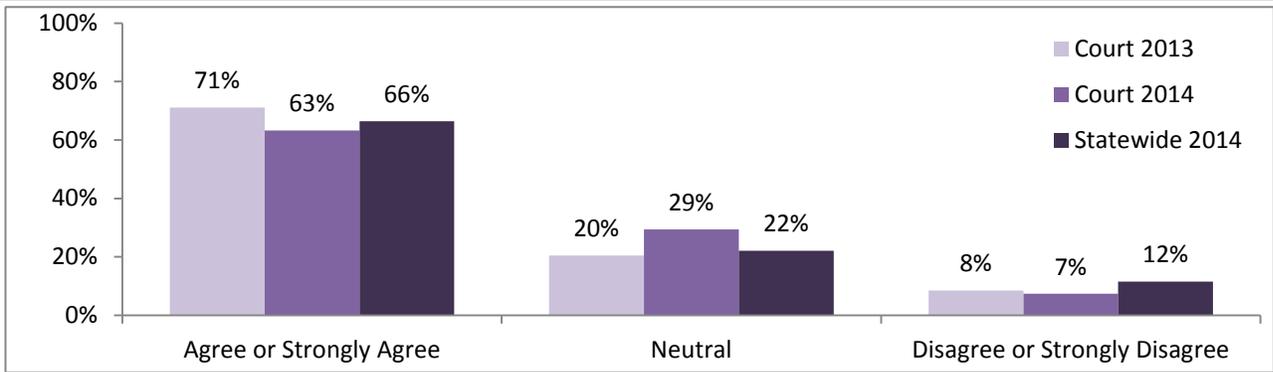
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	74	67%	114	71%	7,452	65%
4 Agree	31	28%	33	21%	2,758	24%
3 Neutral	4	4%	10	6%	762	7%
2 Disagree	2	2%	2	1%	194	2%
1 Strongly Disagree	0	0%	1	1%	286	2%
Total Responses	111		160		11,452	
Score		4.6		4.6		4.5
NA - Not Applicable	24		43		2,751	
No Response	25		44		4,703	



Questions 5 and 6 were directed to persons who were a party to the case.

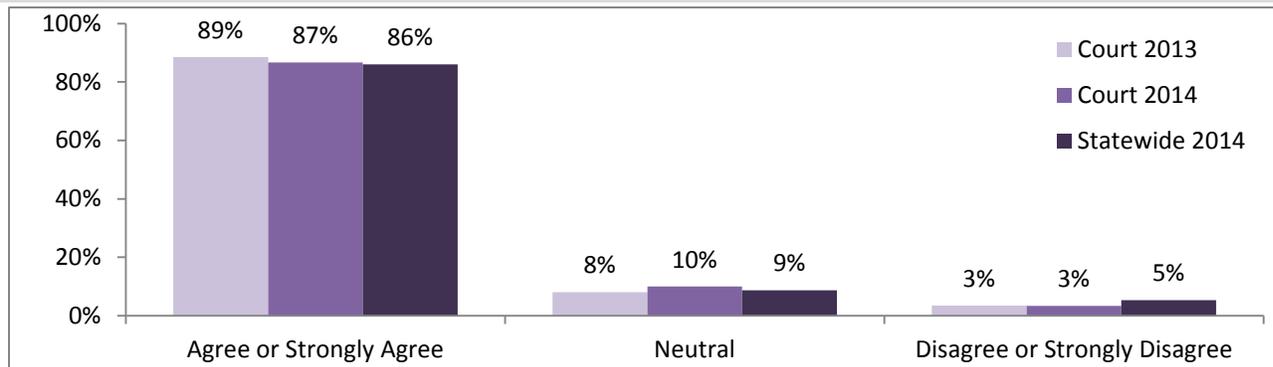
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	41	49%	48	44%	4,056	44%
4 Agree	18	22%	21	19%	2,001	22%
3 Neutral	17	20%	32	29%	2,013	22%
2 Disagree	4	5%	3	3%	485	5%
1 Strongly Disagree	3	4%	5	5%	568	6%
Total Responses	83		109		9,123	
Score		4.1		4.0		3.9
NA - Not Applicable	41		68		3,741	
No Response	36		70		6,042	



6) As I leave the court, I understand what happened in my case.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	51	59%	72	60%	5,653	58%
4 Agree	26	30%	32	27%	2,660	28%
3 Neutral	7	8%	12	10%	839	9%
2 Disagree	1	1%	3	3%	207	2%
1 Strongly Disagree	2	2%	1	1%	307	3%
Total Responses	87		120		9,666	
Score		4.4		4.4		4.4
NA - Not Applicable	36		57		3,197	
No Response	37		70		6,043	



Questions 7-9 were directed to all respondents.**7) What type of case brought you to the courthouse today? (Select all that apply.)**

	Court 2014		County Courts Statewide 2014	
Child protective	26	11%	1,256	7%
Civil matter	27	11%	2,063	11%
Criminal/probation	52	21%	3,852	21%
Divorce/custody/support	38	15%	2,575	14%
Drug/sobriety court	12	5%	823	5%
Estate/trust	2	1%	601	3%
File papers	6	2%	879	5%
Get information	5	2%	714	4%
Guardianship/conservatorship	7	3%	1,200	7%
Juvenile delinquency	5	2%	592	3%
Make a payment	11	4%	830	5%
PPO	9	4%	358	2%
Small claims	3	1%	352	2%
Traffic/Ticket	37	15%	1,658	9%
Other	29	12%	2,454	13%
Number of Respondents	247		18,198	
No Response	2		708	

8) Who are you? (Select all that apply.)

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	105	43%	8,416	47%
Agency Worker	28	11%	944	5%
Attorney/prosecutor	34	14%	2,875	16%
Family/friend of party to case	27	11%	2,880	16%
Juror	0	0%	531	3%
Witness	7	3%	340	2%
Other	42	17%	2,406	13%
Number of Respondents	247		17,914	
No Response	9		992	

Cass County Trial Courts

9) How do you identify yourself? (Select all that apply.)

	Court 2014		County Courts Statewide 2014	
Male	120	49%	9,116	49%
Female	113	46%	8,643	47%
American Indian / Alaska Nat.	7	3%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	6	2%	224	1%
Black/African American	24	10%	1,556	8%
Hispanic/Latino	3	1%	548	3%
White/Caucasian	138	56%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	247		18,501	
No Response	2		405	