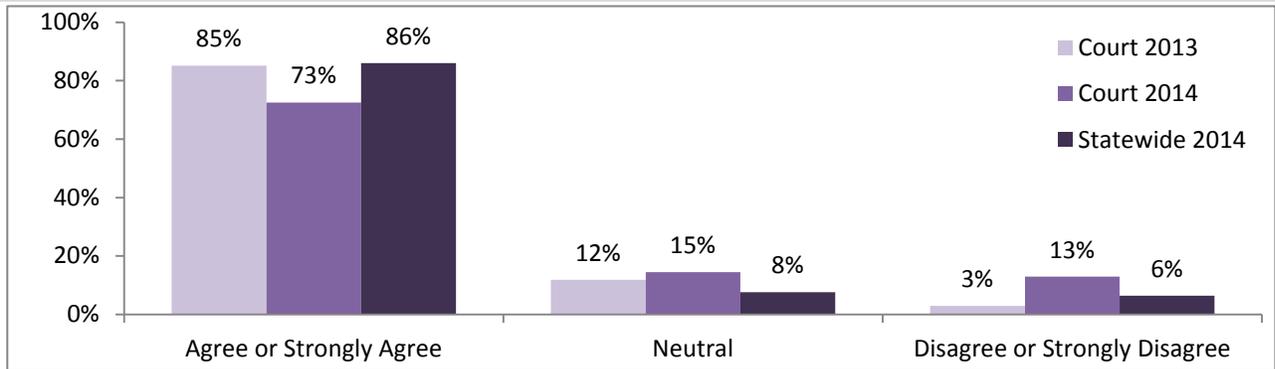


Questions 1 and 2 were directed to all respondents.

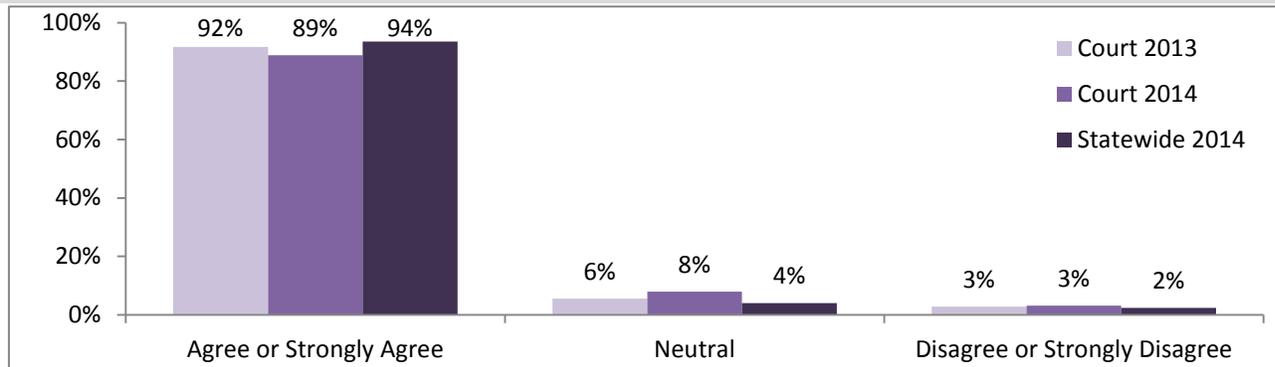
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	55	54%	30	48%	4,614	61%
4 Agree	31	31%	15	24%	1,901	25%
3 Neutral	12	12%	9	15%	574	8%
2 Disagree	3	3%	3	5%	229	3%
1 Strongly Disagree	0	0%	5	8%	254	3%
Total Responses	101		62		7,572	
Score		4.4		4.0		4.4
NA - Not Applicable	5		1		185	
No Response	7		3		198	



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

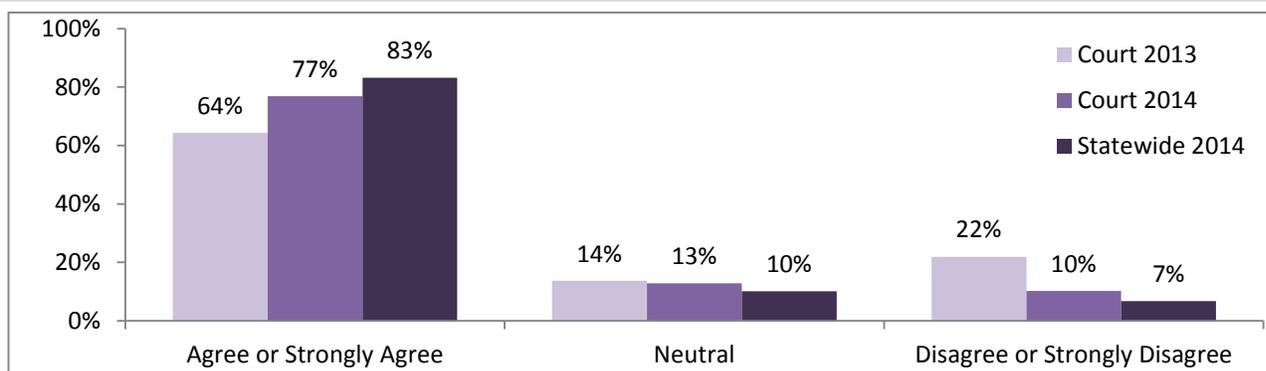
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	73	68%	42	67%	5,595	73%
4 Agree	26	24%	14	22%	1,549	20%
3 Neutral	6	6%	5	8%	310	4%
2 Disagree	2	2%	1	2%	87	1%
1 Strongly Disagree	1	1%	1	2%	99	1%
Total Responses	108		63		7,640	
Score		4.6		4.5		4.6
NA - Not Applicable	2		1		64	
No Response	3		2		251	



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

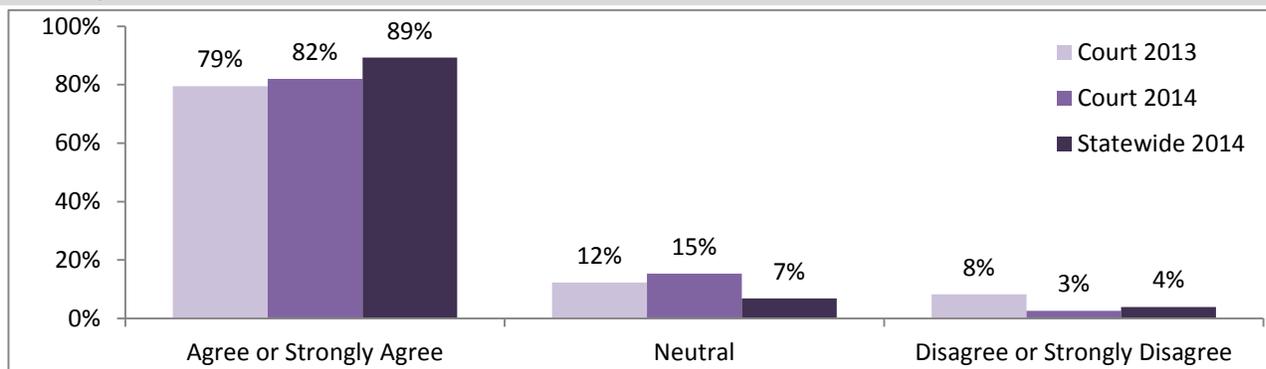
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	33	45%	17	44%	2,915	58%
4 Agree	14	19%	13	33%	1,256	25%
3 Neutral	10	14%	5	13%	508	10%
2 Disagree	8	11%	1	3%	162	3%
1 Strongly Disagree	8	11%	3	8%	174	3%
Total Responses	73		39		5,015	
Score		3.8		4.0		4.3
NA - Not Applicable	13		8		1,060	
No Response	27		19		1,880	



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

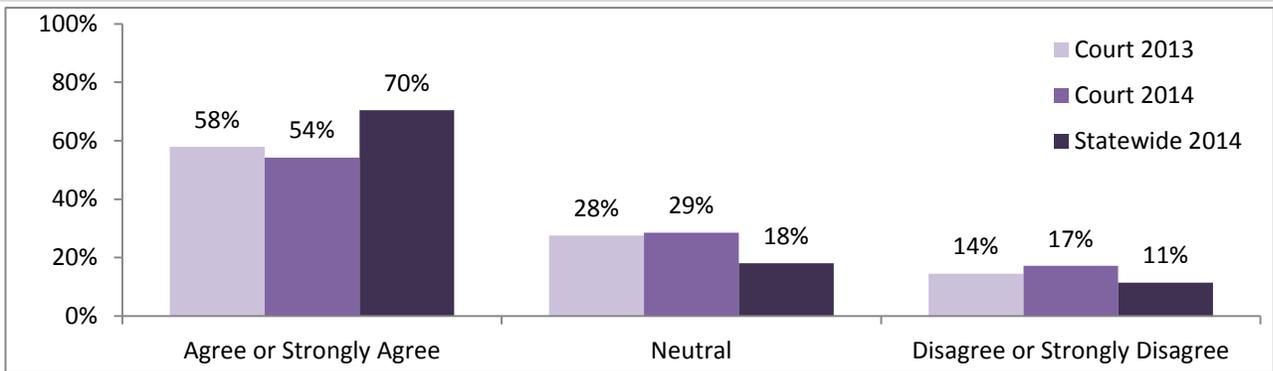
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	34	47%	20	51%	3,259	67%
4 Agree	24	33%	12	31%	1,109	23%
3 Neutral	9	12%	6	15%	336	7%
2 Disagree	3	4%	0	0%	91	2%
1 Strongly Disagree	3	4%	1	3%	98	2%
Total Responses	73		39		4,893	
Score		4.1		4.3		4.5
NA - Not Applicable	12		8		1,097	
No Response	28		19		1,965	



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

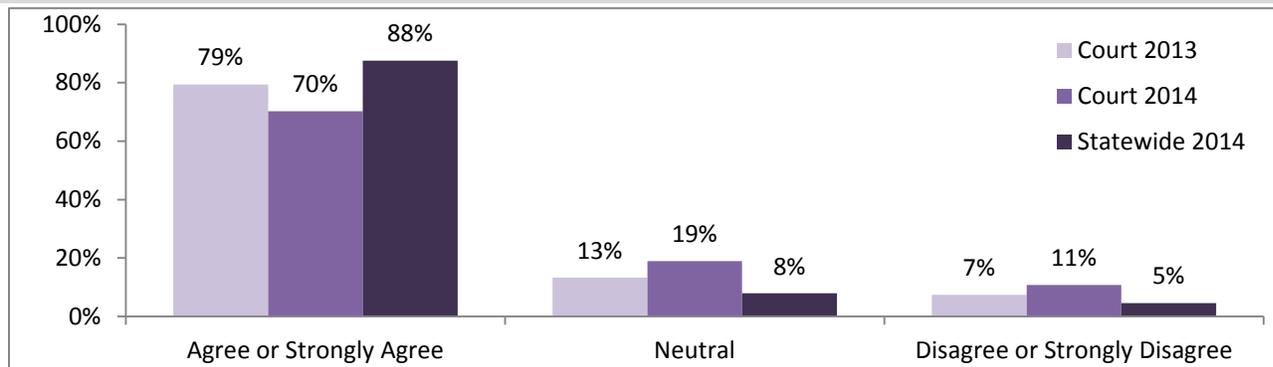
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	25	36%	12	34%	2,048	47%
4 Agree	15	22%	7	20%	999	23%
3 Neutral	19	28%	10	29%	783	18%
2 Disagree	6	9%	2	6%	242	6%
1 Strongly Disagree	4	6%	4	11%	253	6%
Total Responses	69		35		4,325	
Score		3.7		3.6		4.0
NA - Not Applicable	13		11		1,313	
No Response	31		20		2,317	



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

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	31	46%	17	46%	2,750	61%
4 Agree	23	34%	9	24%	1,182	26%
3 Neutral	9	13%	7	19%	354	8%
2 Disagree	1	1%	1	3%	81	2%
1 Strongly Disagree	4	6%	3	8%	123	3%
Total Responses	68		37		4,490	
Score		4.1		4.0		4.4
NA - Not Applicable	9		10		1,137	
No Response	36		19		2,328	



19th District Court

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		3rd Class Courts Statewide 2014	
Child protective	0	0%	1	0%
Civil matter	10	15%	1,467	19%
Criminal/probation	26	39%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	4	6%	404	5%
Estate/trust	0	0%	0	0%
File papers	2	3%	149	2%
Get information	2	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	4	6%	464	6%
PPO	0	0%	0	0%
Small claims	0	0%	171	2%
Traffic/Ticket	21	32%	2,693	35%
Other	5	8%	672	9%
Number of Respondents	66		7,679	
No Response	2		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	43	65%	4,580	62%
Agency Worker	2	3%	164	2%
Attorney/prosecutor	0	0%	903	12%
Family/friend of party to case	9	14%	791	11%
Juror	0	0%	188	3%
Witness	3	5%	196	3%
Other	6	9%	713	10%
Number of Respondents	66		7,402	
No Response	5		553	

19th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	26	39%	4,217	54%
Female	35	53%	3,262	42%
American Indian / Alaska Nat.	1	2%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	3	5%	153	2%
Black/African American	21	32%	1,367	18%
Hispanic/Latino	3	5%	246	3%
White/Caucasian	17	26%	3,004	39%
Other	10	15%	199	3%
Number of Respondents	66		7,785	
No Response	1		170	