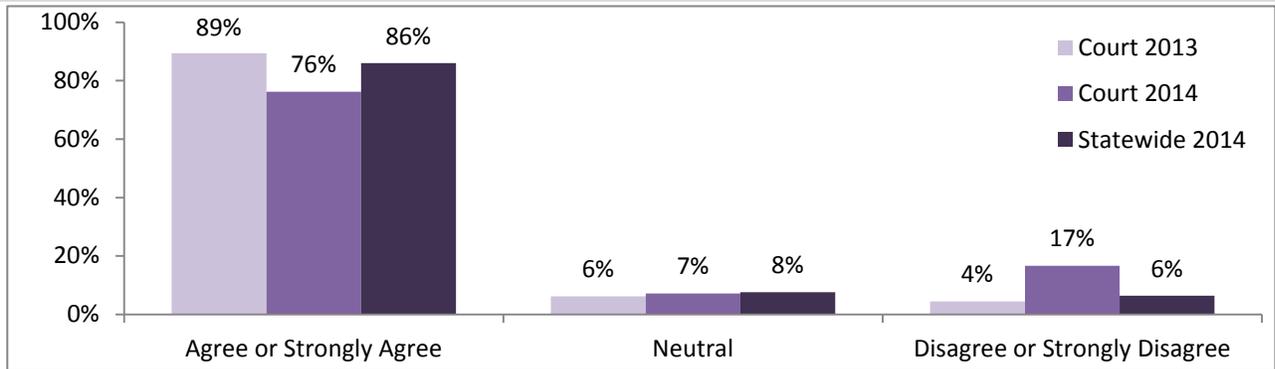


**Questions 1 and 2 were directed to all respondents.**

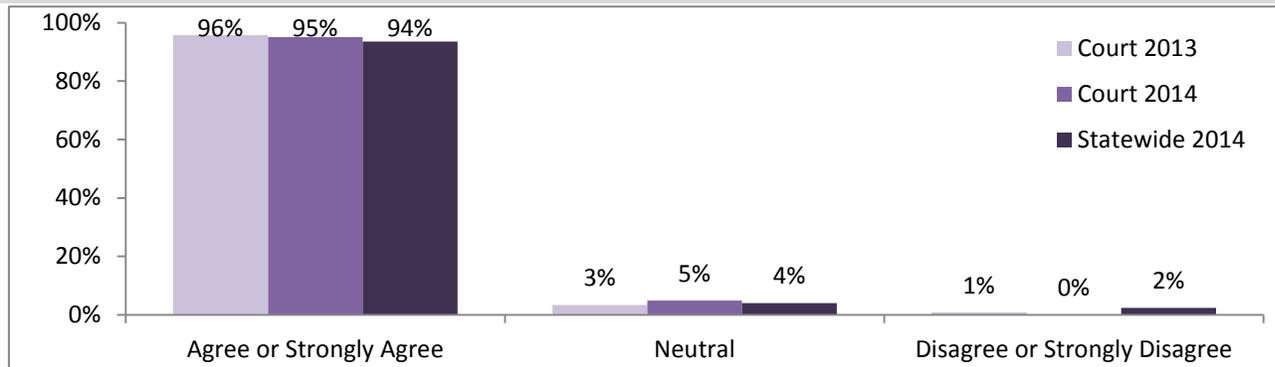
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	84	74%	47	56%	4,614	61%
4 Agree	17	15%	17	20%	1,901	25%
3 Neutral	7	6%	6	7%	574	8%
2 Disagree	2	2%	6	7%	229	3%
1 Strongly Disagree	3	3%	8	10%	254	3%
Total Responses	113		84		7,572	
Score		4.6		4.1		4.4
NA - Not Applicable	3		1		185	
No Response	5		5		198	



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

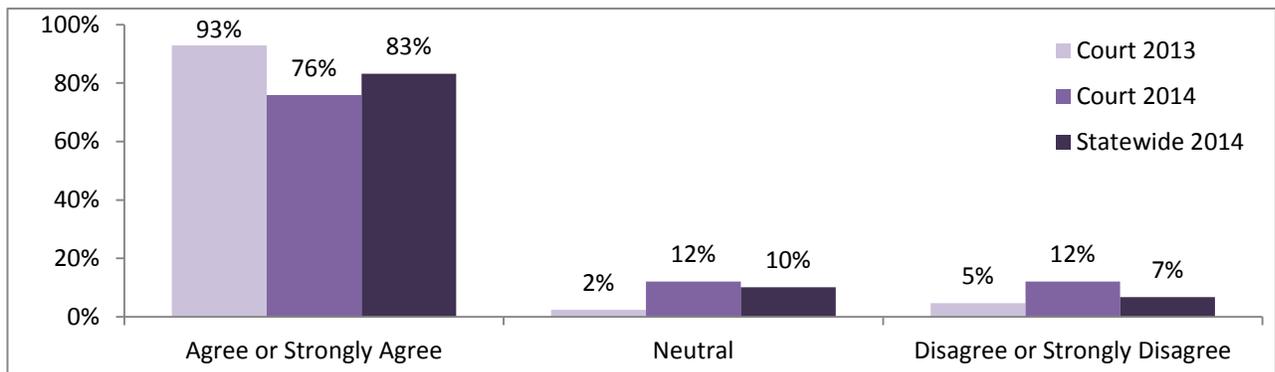
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	95	81%	62	77%	5,595	73%
4 Agree	18	15%	15	19%	1,549	20%
3 Neutral	4	3%	4	5%	310	4%
2 Disagree	1	1%	0	0%	87	1%
1 Strongly Disagree	0	0%	0	0%	99	1%
Total Responses	118		81		7,640	
Score		4.8		4.7		4.6
NA - Not Applicable	0		1		64	
No Response	3		8		251	



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

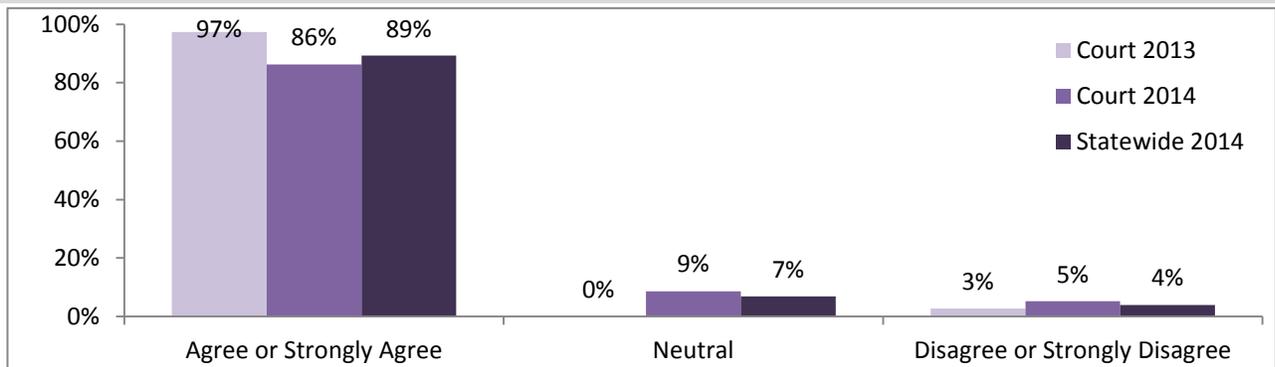
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	55	65%	29	50%	2,915	58%
4 Agree	24	28%	15	26%	1,256	25%
3 Neutral	2	2%	7	12%	508	10%
2 Disagree	2	2%	4	7%	162	3%
1 Strongly Disagree	2	2%	3	5%	174	3%
Total Responses	85		58		5,015	
Score		4.5		4.1		4.3
NA - Not Applicable	11		9		1,060	
No Response	25		23		1,880	



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

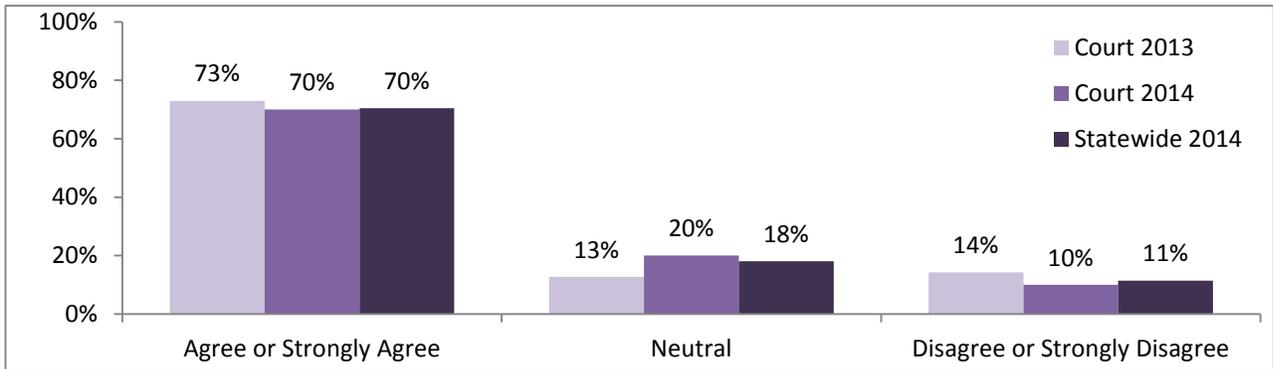
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	55	73%	37	64%	3,259	67%
4 Agree	18	24%	13	22%	1,109	23%
3 Neutral	0	0%	5	9%	336	7%
2 Disagree	1	1%	2	3%	91	2%
1 Strongly Disagree	1	1%	1	2%	98	2%
Total Responses	75		58		4,893	
Score		4.7		4.4		4.5
NA - Not Applicable	14		7		1,097	
No Response	32		25		1,965	



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

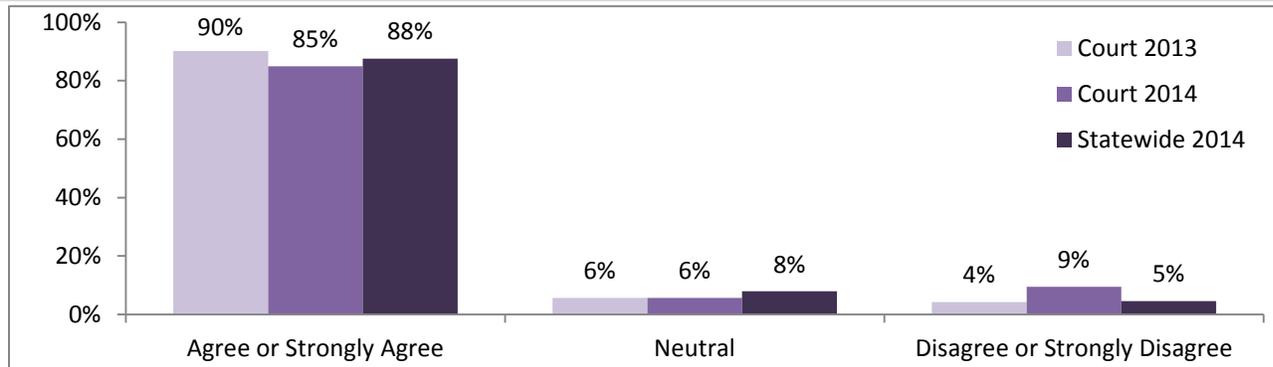
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	30	48%	21	42%	2,048	47%
4 Agree	16	25%	14	28%	999	23%
3 Neutral	8	13%	10	20%	783	18%
2 Disagree	4	6%	1	2%	242	6%
1 Strongly Disagree	5	8%	4	8%	253	6%
Total Responses	63		50		4,325	
Score		4.0		3.9		4.0
NA - Not Applicable	21		16		1,313	
No Response	37		24		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	42	59%	33	62%	2,750	61%
4 Agree	22	31%	12	23%	1,182	26%
3 Neutral	4	6%	3	6%	354	8%
2 Disagree	2	3%	3	6%	81	2%
1 Strongly Disagree	1	1%	2	4%	123	3%
Total Responses	71		53		4,490	
Score		4.4		4.3		4.4
NA - Not Applicable	14		9		1,137	
No Response	36		28		2,328	



21st 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	20	22%	1,467	19%
Criminal/probation	22	24%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	3	3%	404	5%
Estate/trust	0	0%	0	0%
File papers	1	1%	149	2%
Get information	0	0%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	7	8%	464	6%
PPO	0	0%	0	0%
Small claims	1	1%	171	2%
Traffic/Ticket	29	32%	2,693	35%
Other	5	6%	672	9%
Number of Respondents	90		7,679	
No Response	6		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	56	62%	4,580	62%
Agency Worker	0	0%	164	2%
Attorney/prosecutor	7	8%	903	12%
Family/friend of party to case	6	7%	791	11%
Juror	0	0%	188	3%
Witness	5	6%	196	3%
Other	11	12%	713	10%
Number of Respondents	90		7,402	
No Response	8		553	

21st District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	52	58%	4,217	54%
Female	26	29%	3,262	42%
American Indian / Alaska Nat.	1	1%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	2	2%	153	2%
Black/African American	11	12%	1,367	18%
Hispanic/Latino	2	2%	246	3%
White/Caucasian	43	48%	3,004	39%
Other	5	6%	199	3%
Number of Respondents	90		7,785	
No Response	5		170	