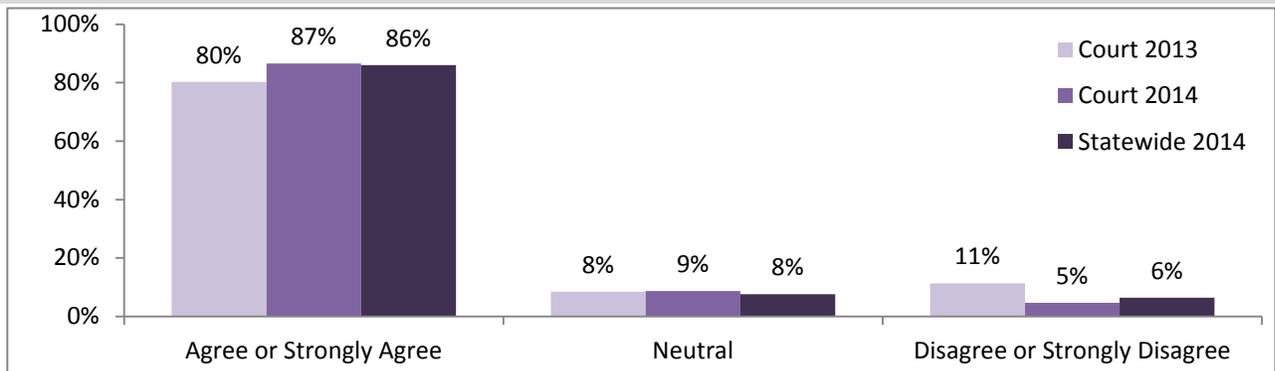


Questions 1 and 2 were directed to all respondents.

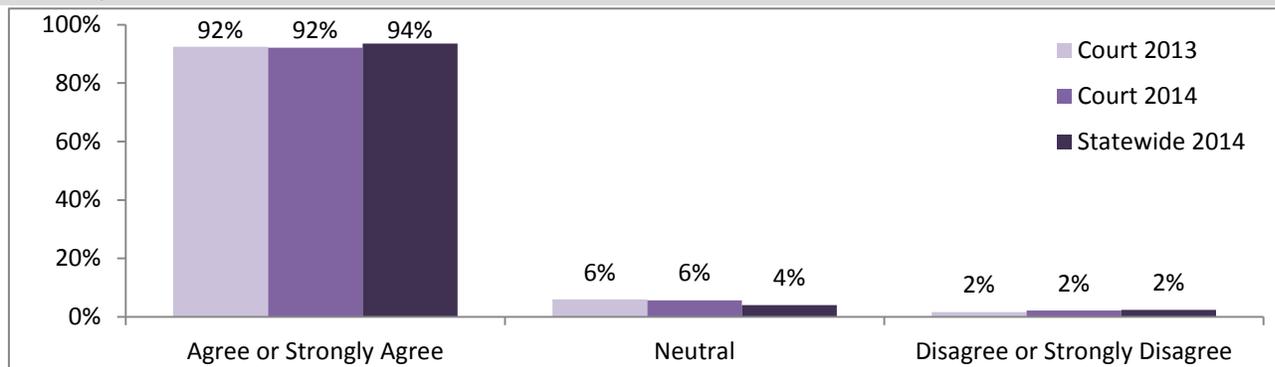
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	108	61%	173	63%	4,614	61%
4 Agree	34	19%	66	24%	1,901	25%
3 Neutral	15	8%	24	9%	574	8%
2 Disagree	8	5%	7	3%	229	3%
1 Strongly Disagree	12	7%	6	2%	254	3%
Total Responses	177		276		7,572	
Score		4.2		4.4		4.4
NA - Not Applicable	5		5		185	
No Response	10		20		198	



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

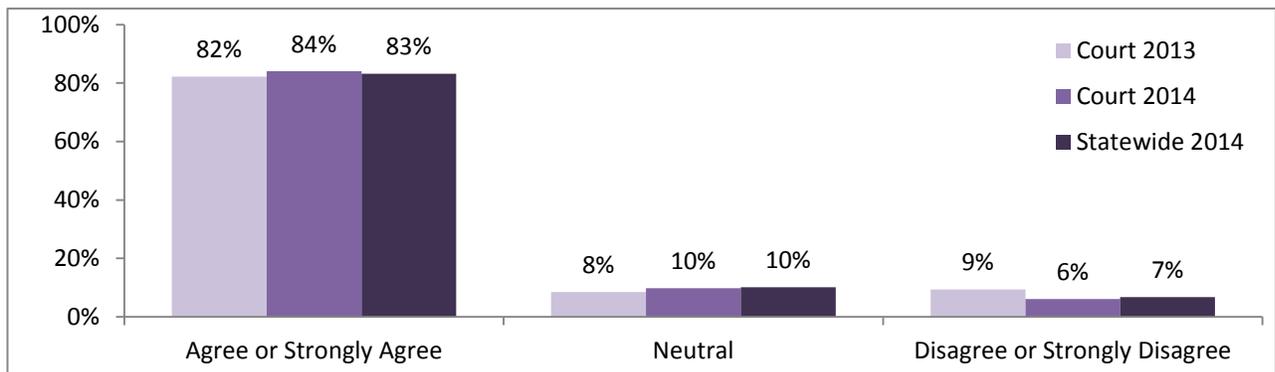
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	127	69%	192	68%	5,595	73%
4 Agree	44	24%	67	24%	1,549	20%
3 Neutral	11	6%	16	6%	310	4%
2 Disagree	2	1%	1	0%	87	1%
1 Strongly Disagree	1	1%	5	2%	99	1%
Total Responses	185		281		7,640	
Score		4.6		4.6		4.6
NA - Not Applicable	2		1		64	
No Response	5		19		251	



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

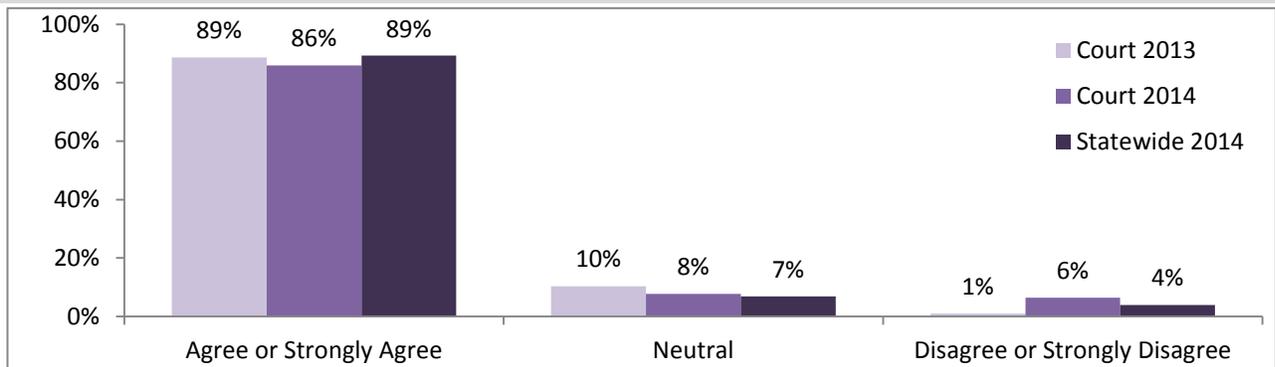
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	72	61%	97	60%	2,915	58%
4 Agree	25	21%	40	25%	1,256	25%
3 Neutral	10	8%	16	10%	508	10%
2 Disagree	6	5%	4	2%	162	3%
1 Strongly Disagree	5	4%	6	4%	174	3%
Total Responses	118		163		5,015	
Score		4.3		4.3		4.3
NA - Not Applicable	25		28		1,060	
No Response	49		110		1,880	



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

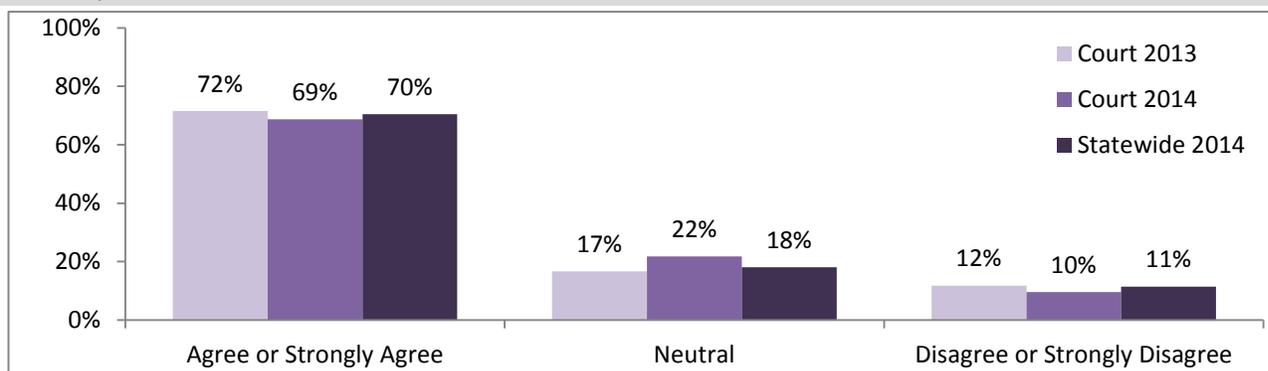
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	76	72%	98	63%	3,259	67%
4 Agree	18	17%	36	23%	1,109	23%
3 Neutral	11	10%	12	8%	336	7%
2 Disagree	0	0%	4	3%	91	2%
1 Strongly Disagree	1	1%	6	4%	98	2%
Total Responses	106		156		4,893	
Score		4.6		4.4		4.5
NA - Not Applicable	26		34		1,097	
No Response	60		111		1,965	



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

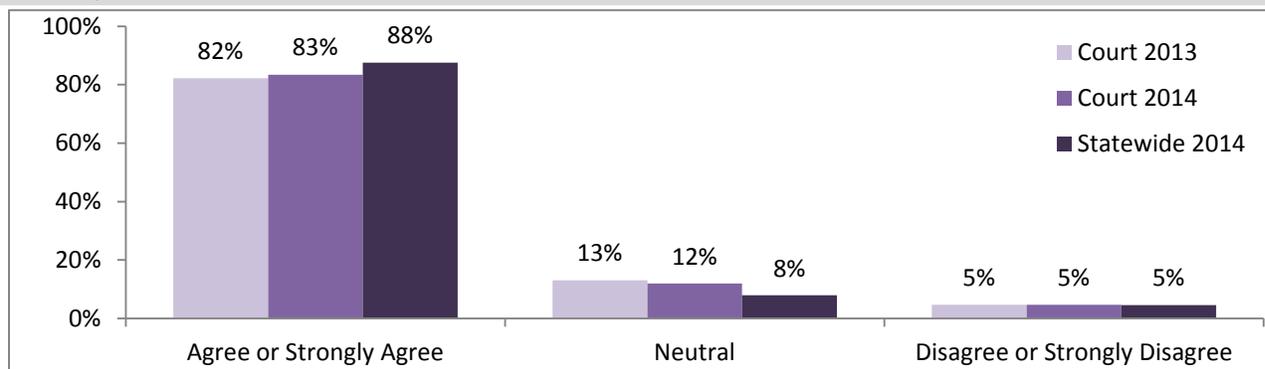
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	56	55%	73	50%	2,048	47%
4 Agree	17	17%	28	19%	999	23%
3 Neutral	17	17%	32	22%	783	18%
2 Disagree	5	5%	7	5%	242	6%
1 Strongly Disagree	7	7%	7	5%	253	6%
Total Responses	102		147		4,325	
Score		4.1		4.0		4.0
NA - Not Applicable	25		34		1,313	
No Response	65		120		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	69	64%	86	57%	2,750	61%
4 Agree	19	18%	40	26%	1,182	26%
3 Neutral	14	13%	18	12%	354	8%
2 Disagree	2	2%	2	1%	81	2%
1 Strongly Disagree	3	3%	5	3%	123	3%
Total Responses	107		151		4,490	
Score		4.4		4.3		4.4
NA - Not Applicable	21		30		1,137	
No Response	64		120		2,328	



24th 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	37	12%	1,467	19%
Criminal/probation	44	15%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	8	3%	404	5%
Estate/trust	0	0%	0	0%
File papers	4	1%	149	2%
Get information	9	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	23	8%	464	6%
PPO	0	0%	0	0%
Small claims	2	1%	171	2%
Traffic/Ticket	160	53%	2,693	35%
Other	13	4%	672	9%
Number of Respondents	301		7,679	
No Response	18		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	164	54%	4,580	62%
Agency Worker	2	1%	164	2%
Attorney/prosecutor	21	7%	903	12%
Family/friend of party to case	38	13%	791	11%
Juror	1	0%	188	3%
Witness	5	2%	196	3%
Other	34	11%	713	10%
Number of Respondents	301		7,402	
No Response	39		553	

24th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	130	43%	4,217	54%
Female	138	46%	3,262	42%
American Indian / Alaska Nat.	7	2%	151	2%
Asian	4	1%	111	1%
Multiracial/biracial	5	2%	153	2%
Black/African American	67	22%	1,367	18%
Hispanic/Latino	24	8%	246	3%
White/Caucasian	105	35%	3,004	39%
Other	4	1%	199	3%
Number of Respondents	301		7,785	
No Response	14		170	