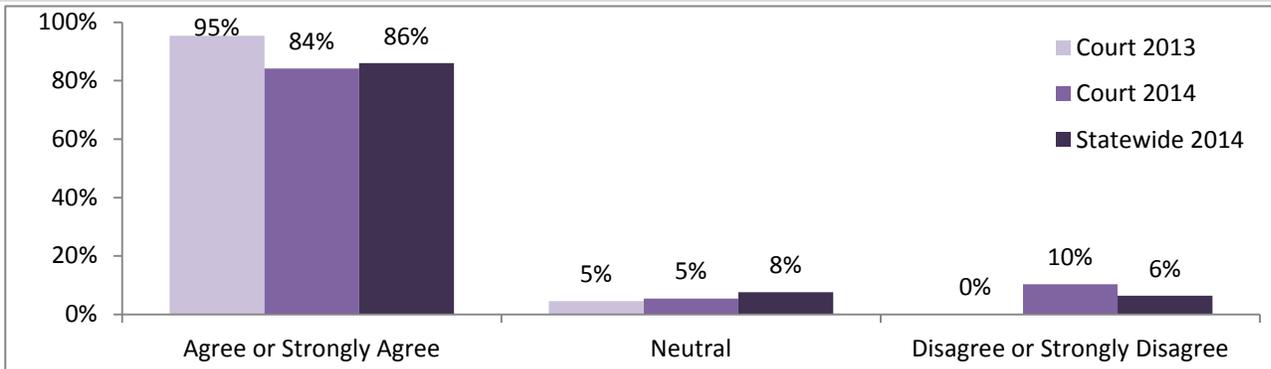


**Questions 1 and 2 were directed to all respondents.**

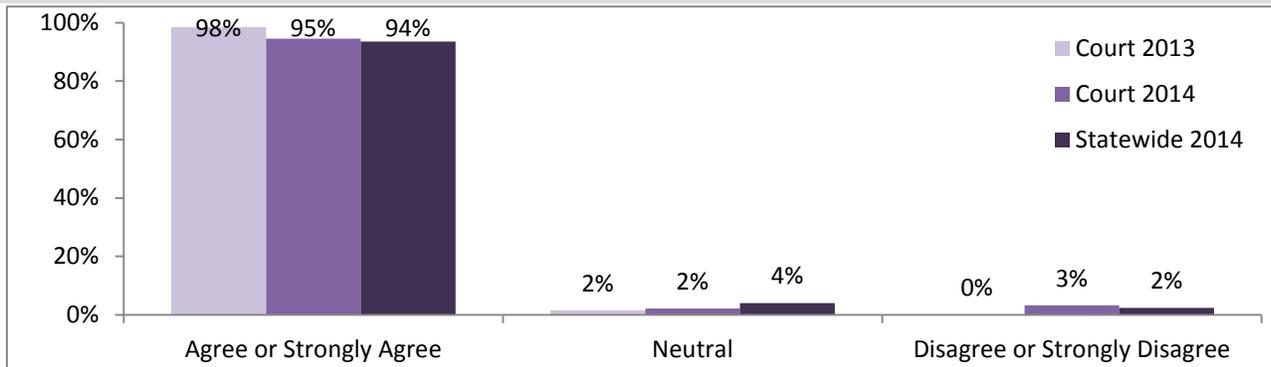
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	53	80%	120	66%	4,614	61%
4 Agree	10	15%	34	19%	1,901	25%
3 Neutral	3	5%	10	5%	574	8%
2 Disagree	0	0%	8	4%	229	3%
1 Strongly Disagree	0	0%	11	6%	254	3%
Total Responses	66		183		7,572	
Score		4.8		4.3		4.4
NA - Not Applicable	0		1		185	
No Response	0		1		198	



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

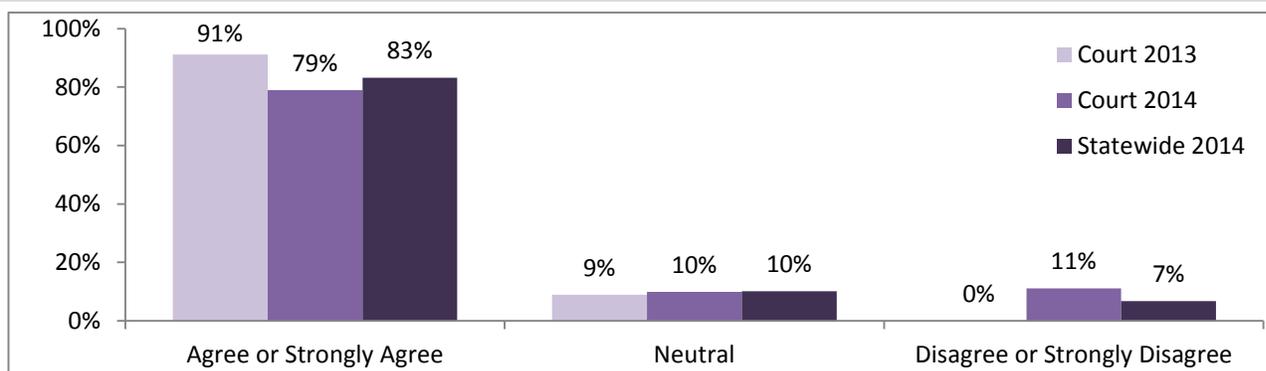
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	59	91%	142	78%	5,595	73%
4 Agree	5	8%	31	17%	1,549	20%
3 Neutral	1	2%	4	2%	310	4%
2 Disagree	0	0%	4	2%	87	1%
1 Strongly Disagree	0	0%	2	1%	99	1%
Total Responses	65		183		7,640	
Score		4.9		4.7		4.6
NA - Not Applicable	0		1		64	
No Response	1		1		251	



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

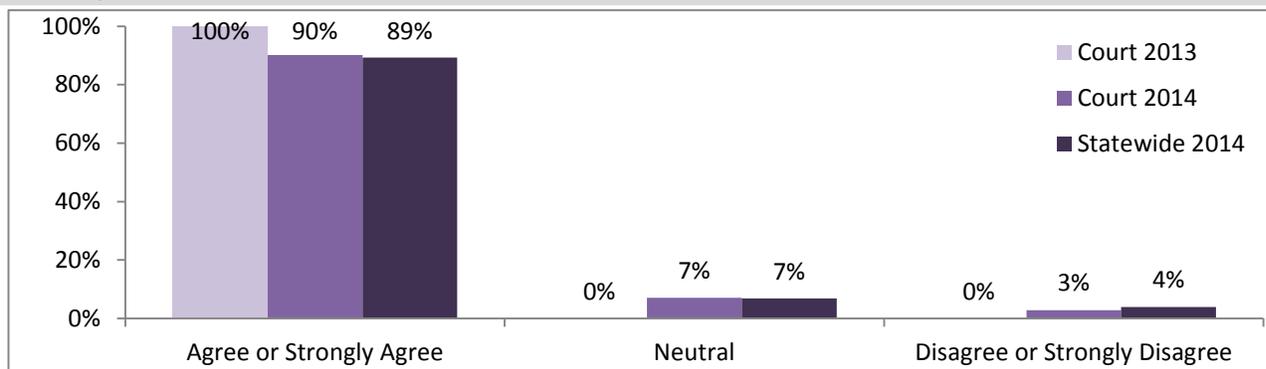
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	32	71%	48	59%	2,915	58%
4 Agree	9	20%	16	20%	1,256	25%
3 Neutral	4	9%	8	10%	508	10%
2 Disagree	0	0%	3	4%	162	3%
1 Strongly Disagree	0	0%	6	7%	174	3%
Total Responses	45		81		5,015	
Score		4.6		4.2		4.3
NA - Not Applicable	4		15		1,060	
No Response	17		89		1,880	



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

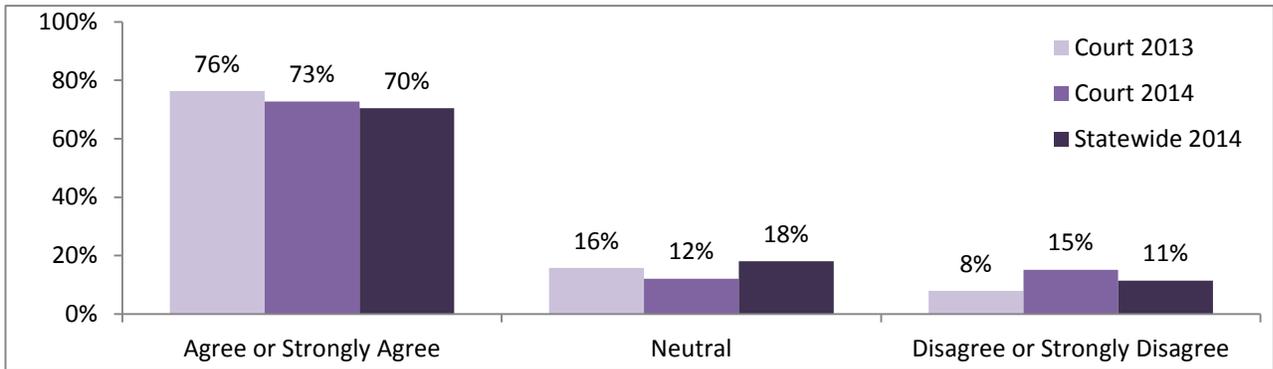
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	34	83%	49	69%	3,259	67%
4 Agree	7	17%	15	21%	1,109	23%
3 Neutral	0	0%	5	7%	336	7%
2 Disagree	0	0%	1	1%	91	2%
1 Strongly Disagree	0	0%	1	1%	98	2%
Total Responses	41		71		4,893	
Score		4.8		4.5		4.5
NA - Not Applicable	5		18		1,097	
No Response	20		96		1,965	



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

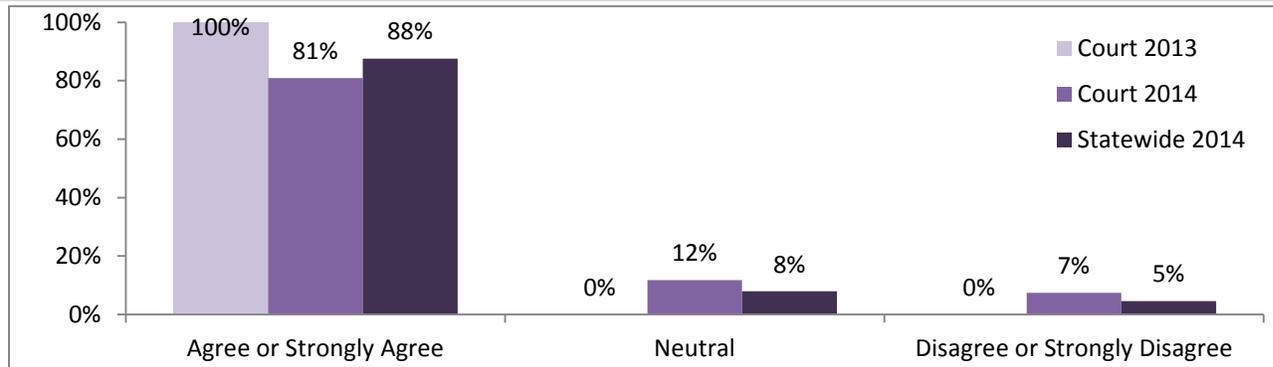
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	19	50%	38	58%	2,048	47%
4 Agree	10	26%	10	15%	999	23%
3 Neutral	6	16%	8	12%	783	18%
2 Disagree	1	3%	3	5%	242	6%
1 Strongly Disagree	2	5%	7	11%	253	6%
Total Responses	38		66		4,325	
Score		4.1		4.0		4.0
NA - Not Applicable	8		19		1,313	
No Response	20		100		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	28	70%	42	62%	2,750	61%
4 Agree	12	30%	13	19%	1,182	26%
3 Neutral	0	0%	8	12%	354	8%
2 Disagree	0	0%	0	0%	81	2%
1 Strongly Disagree	0	0%	5	7%	123	3%
Total Responses	40		68		4,490	
Score		4.7		4.3		4.4
NA - Not Applicable	5		17		1,137	
No Response	21		100		2,328	



25th 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	38	21%	1,467	19%
Criminal/probation	22	12%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	5	3%	404	5%
Estate/trust	0	0%	0	0%
File papers	2	1%	149	2%
Get information	7	4%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	19	10%	464	6%
PPO	0	0%	0	0%
Small claims	5	3%	171	2%
Traffic/Ticket	79	43%	2,693	35%
Other	18	10%	672	9%
Number of Respondents	185		7,679	
No Response	5		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	137	74%	4,580	62%
Agency Worker	1	1%	164	2%
Attorney/prosecutor	7	4%	903	12%
Family/friend of party to case	18	10%	791	11%
Juror	0	0%	188	3%
Witness	2	1%	196	3%
Other	11	6%	713	10%
Number of Respondents	185		7,402	
No Response	12		553	

25th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	83	45%	4,217	54%
Female	93	50%	3,262	42%
American Indian / Alaska Nat.	3	2%	151	2%
Asian	1	1%	111	1%
Multiracial/biracial	2	1%	153	2%
Black/African American	54	29%	1,367	18%
Hispanic/Latino	16	9%	246	3%
White/Caucasian	50	27%	3,004	39%
Other	6	3%	199	3%
Number of Respondents	185		7,785	
No Response	2		170	