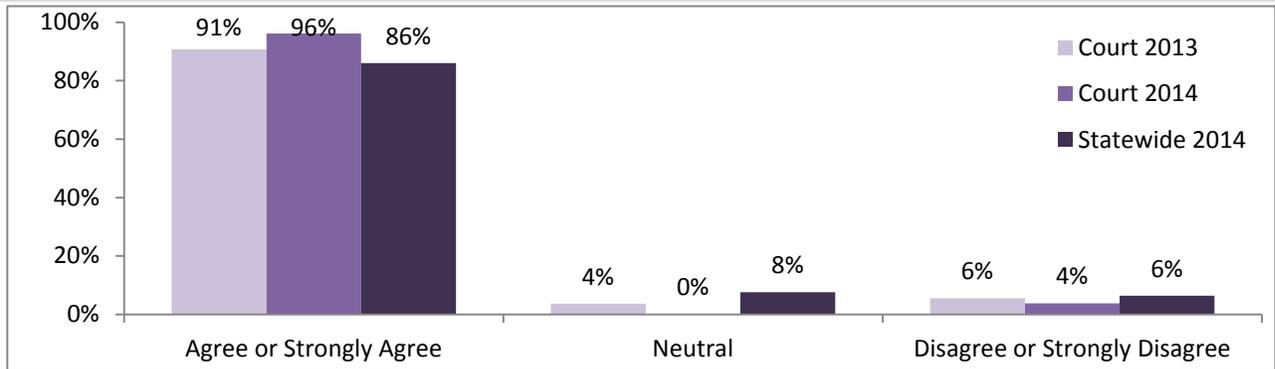


**Questions 1 and 2 were directed to all respondents.**

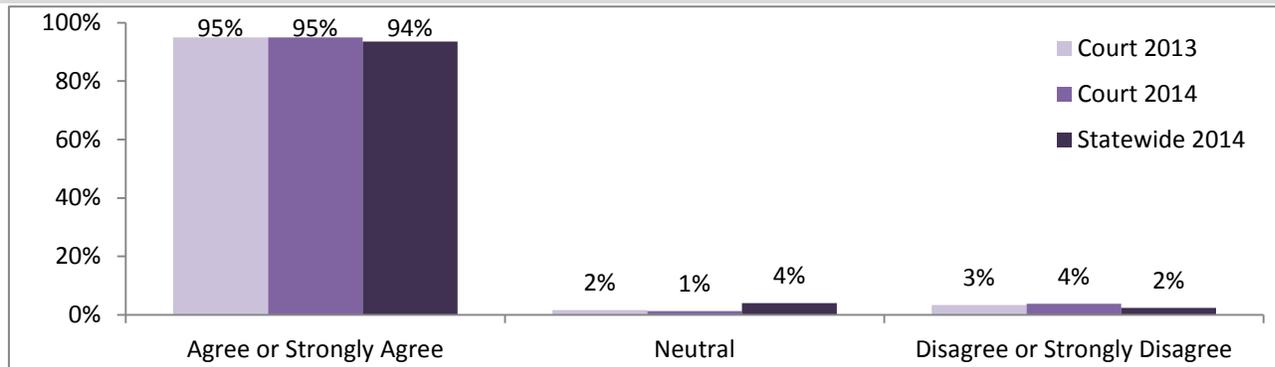
**1) I was able to get my court business done in a reasonable amount of time today.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 38         | 70% | 58         | 73% | 4,614                              | 61% |
| 4 Agree             | 11         | 20% | 18         | 23% | 1,901                              | 25% |
| 3 Neutral           | 2          | 4%  | 0          | 0%  | 574                                | 8%  |
| 2 Disagree          | 2          | 4%  | 1          | 1%  | 229                                | 3%  |
| 1 Strongly Disagree | 1          | 2%  | 2          | 3%  | 254                                | 3%  |
| Total Responses     | 54         |     | 79         |     | 7,572                              |     |
| Score               | 4.5        |     | 4.6        |     | 4.4                                |     |
| NA - Not Applicable | 3          |     | 3          |     | 185                                |     |
| No Response         | 3          |     | 7          |     | 198                                |     |



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

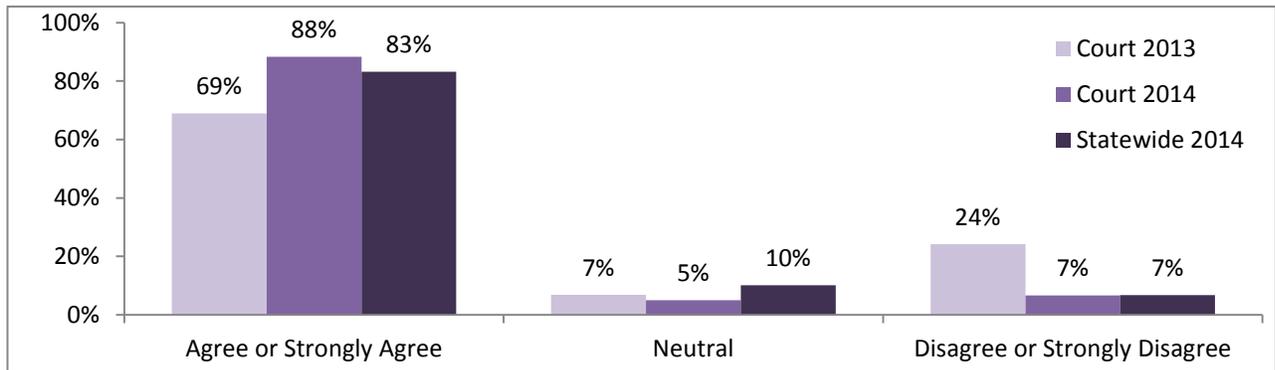
|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 45         | 75% | 65         | 82% | 5,595                              | 73% |
| 4 Agree             | 12         | 20% | 10         | 13% | 1,549                              | 20% |
| 3 Neutral           | 1          | 2%  | 1          | 1%  | 310                                | 4%  |
| 2 Disagree          | 0          | 0%  | 0          | 0%  | 87                                 | 1%  |
| 1 Strongly Disagree | 2          | 3%  | 3          | 4%  | 99                                 | 1%  |
| Total Responses     | 60         |     | 79         |     | 7,640                              |     |
| Score               | 4.6        |     | 4.7        |     | 4.6                                |     |
| NA - Not Applicable | 0          |     | 1          |     | 64                                 |     |
| No Response         | 0          |     | 9          |     | 251                                |     |



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

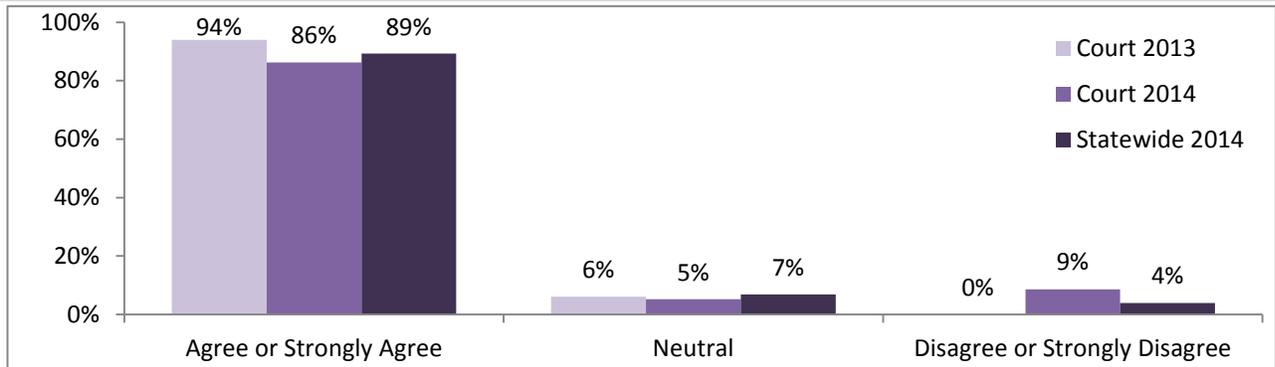
**3) The way the case was handled was fair.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 16         | 55% | 41         | 68% | 2,915                              | 58% |
| 4 Agree             | 4          | 14% | 12         | 20% | 1,256                              | 25% |
| 3 Neutral           | 2          | 7%  | 3          | 5%  | 508                                | 10% |
| 2 Disagree          | 3          | 10% | 0          | 0%  | 162                                | 3%  |
| 1 Strongly Disagree | 4          | 14% | 4          | 7%  | 174                                | 3%  |
| Total Responses     | 29         |     | 60         |     | 5,015                              |     |
| Score               |            | 3.9 |            | 4.4 |                                    | 4.3 |
| NA - Not Applicable | 20         |     | 11         |     | 1,060                              |     |
| No Response         | 11         |     | 18         |     | 1,880                              |     |



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

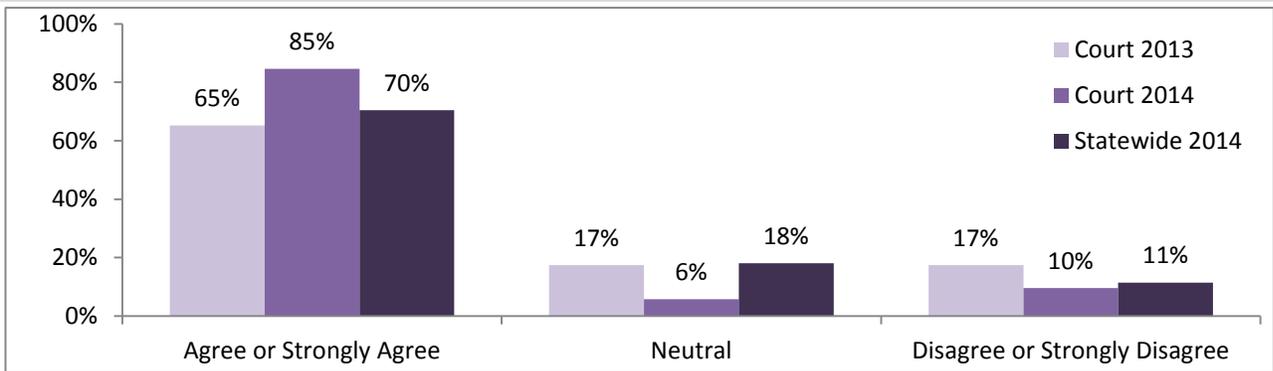
|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 29         | 88% | 40         | 69% | 3,259                              | 67% |
| 4 Agree             | 2          | 6%  | 10         | 17% | 1,109                              | 23% |
| 3 Neutral           | 2          | 6%  | 3          | 5%  | 336                                | 7%  |
| 2 Disagree          | 0          | 0%  | 1          | 2%  | 91                                 | 2%  |
| 1 Strongly Disagree | 0          | 0%  | 4          | 7%  | 98                                 | 2%  |
| Total Responses     | 33         |     | 58         |     | 4,893                              |     |
| Score               |            | 4.8 |            | 4.4 |                                    | 4.5 |
| NA - Not Applicable | 13         |     | 11         |     | 1,097                              |     |
| No Response         | 14         |     | 20         |     | 1,965                              |     |



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

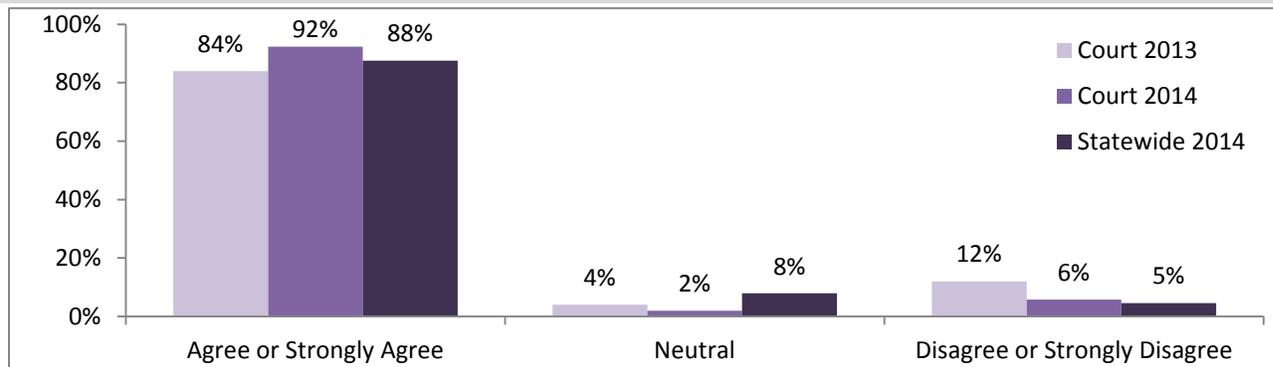
**5) The outcome in my case was favorable to me.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 10         | 43% | 30         | 58% | 2,048                              | 47% |
| 4 Agree             | 5          | 22% | 14         | 27% | 999                                | 23% |
| 3 Neutral           | 4          | 17% | 3          | 6%  | 783                                | 18% |
| 2 Disagree          | 0          | 0%  | 2          | 4%  | 242                                | 6%  |
| 1 Strongly Disagree | 4          | 17% | 3          | 6%  | 253                                | 6%  |
| Total Responses     | 23         |     | 52         |     | 4,325                              |     |
| Score               |            | 3.7 |            | 4.3 |                                    | 4.0 |
| NA - Not Applicable | 26         |     | 16         |     | 1,313                              |     |
| No Response         | 11         |     | 21         |     | 2,317                              |     |



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

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 17         | 68% | 39         | 75% | 2,750                              | 61% |
| 4 Agree             | 4          | 16% | 9          | 17% | 1,182                              | 26% |
| 3 Neutral           | 1          | 4%  | 1          | 2%  | 354                                | 8%  |
| 2 Disagree          | 0          | 0%  | 0          | 0%  | 81                                 | 2%  |
| 1 Strongly Disagree | 3          | 12% | 3          | 6%  | 123                                | 3%  |
| Total Responses     | 25         |     | 52         |     | 4,490                              |     |
| Score               |            | 4.3 |            | 4.6 |                                    | 4.4 |
| NA - Not Applicable | 25         |     | 15         |     | 1,137                              |     |
| No Response         | 10         |     | 22         |     | 2,328                              |     |



31st 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<br>Statewide 2014 |     |
|------------------------------|------------|-----|------------------------------------|-----|
|                              |            |     |                                    |     |
| Child protective             | 0          | 0%  | 1                                  | 0%  |
| Civil matter                 | 18         | 20% | 1,467                              | 19% |
| Criminal/probation           | 9          | 10% | 2,100                              | 27% |
| Divorce/custody/support      | 0          | 0%  | 0                                  | 0%  |
| Drug/sobriety court          | 0          | 0%  | 404                                | 5%  |
| Estate/trust                 | 0          | 0%  | 0                                  | 0%  |
| File papers                  | 3          | 3%  | 149                                | 2%  |
| Get information              | 1          | 1%  | 189                                | 2%  |
| Guardianship/conservatorship | 0          | 0%  | 0                                  | 0%  |
| Juvenile delinquency         | 0          | 0%  | 0                                  | 0%  |
| Make a payment               | 0          | 0%  | 464                                | 6%  |
| PPO                          | 0          | 0%  | 0                                  | 0%  |
| Small claims                 | 2          | 2%  | 171                                | 2%  |
| Traffic/Ticket               | 50         | 56% | 2,693                              | 35% |
| Other                        | 7          | 8%  | 672                                | 9%  |
| Number of Respondents        | 89         |     | 7,679                              |     |
| No Response                  | 2          |     | 276                                |     |

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

|                                | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|--------------------------------|------------|-----|------------------------------------|-----|
|                                |            |     |                                    |     |
| Party (Plaintiff/Defendant)    | 47         | 53% | 4,580                              | 62% |
| Agency Worker                  | 3          | 3%  | 164                                | 2%  |
| Attorney/prosecutor            | 21         | 24% | 903                                | 12% |
| Family/friend of party to case | 5          | 6%  | 791                                | 11% |
| Juror                          | 0          | 0%  | 188                                | 3%  |
| Witness                        | 0          | 0%  | 196                                | 3%  |
| Other                          | 12         | 13% | 713                                | 10% |
| Number of Respondents          | 89         |     | 7,402                              |     |
| No Response                    | 3          |     | 553                                |     |

31st District Court

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

|                               | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|-------------------------------|------------|-----|------------------------------------|-----|
|                               |            |     |                                    |     |
| Male                          | 48         | 54% | 4,217                              | 54% |
| Female                        | 28         | 31% | 3,262                              | 42% |
| American Indian / Alaska Nat. | 2          | 2%  | 151                                | 2%  |
| Asian                         | 5          | 6%  | 111                                | 1%  |
| Multiracial/biracial          | 1          | 1%  | 153                                | 2%  |
| Black/African American        | 15         | 17% | 1,367                              | 18% |
| Hispanic/Latino               | 0          | 0%  | 246                                | 3%  |
| White/Caucasian               | 26         | 29% | 3,004                              | 39% |
| Other                         | 4          | 4%  | 199                                | 3%  |
| Number of Respondents         | 89         |     | 7,785                              |     |
| No Response                   | 4          |     | 170                                |     |