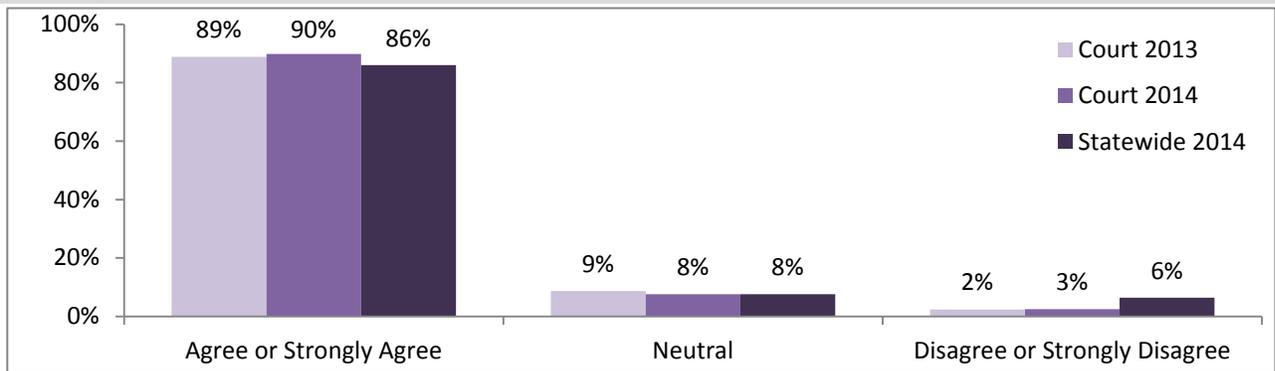


Questions 1 and 2 were directed to all respondents.

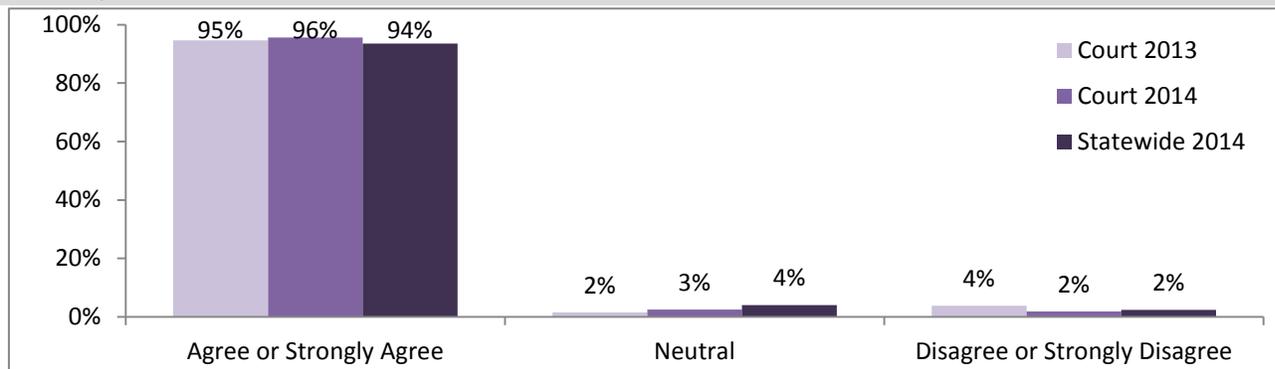
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	87	69%	103	65%	4,614	61%
4 Agree	25	20%	39	25%	1,901	25%
3 Neutral	11	9%	12	8%	574	8%
2 Disagree	1	1%	3	2%	229	3%
1 Strongly Disagree	2	2%	1	1%	254	3%
Total Responses	126		158		7,572	
Score		4.5		4.5		4.4
NA - Not Applicable	2		4		185	
No Response	5		9		198	



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

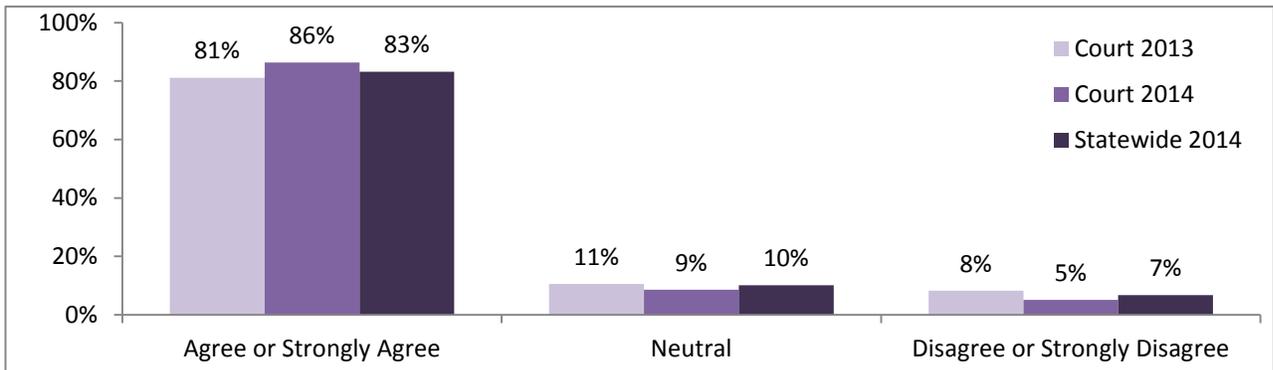
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	102	77%	128	80%	5,595	73%
4 Agree	23	17%	25	16%	1,549	20%
3 Neutral	2	2%	4	3%	310	4%
2 Disagree	1	1%	3	2%	87	1%
1 Strongly Disagree	4	3%	0	0%	99	1%
Total Responses	132		160		7,640	
Score		4.7		4.7		4.6
NA - Not Applicable	0		0		64	
No Response	1		11		251	



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

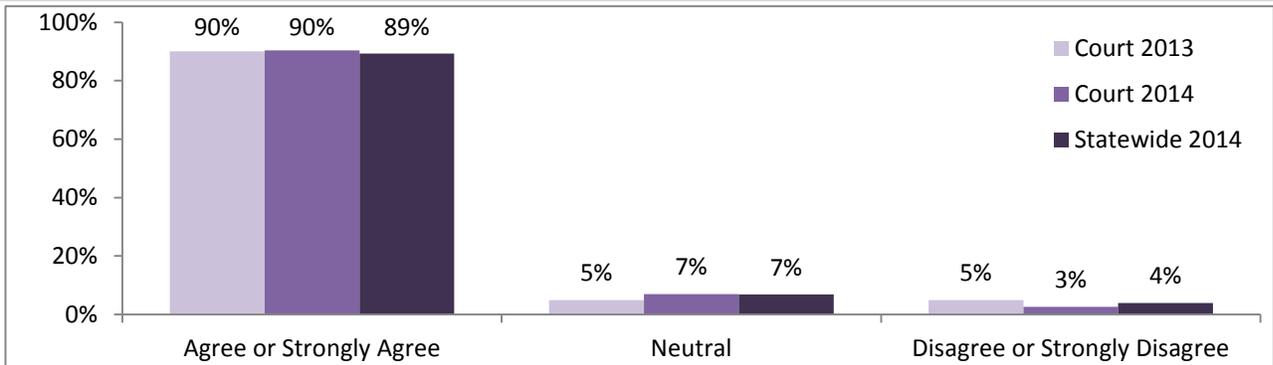
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	51	60%	76	65%	2,915	58%
4 Agree	18	21%	25	21%	1,256	25%
3 Neutral	9	11%	10	9%	508	10%
2 Disagree	2	2%	5	4%	162	3%
1 Strongly Disagree	5	6%	1	1%	174	3%
Total Responses	85		117		5,015	
Score		4.3		4.5		4.3
NA - Not Applicable	14		18		1,060	
No Response	34		36		1,880	



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

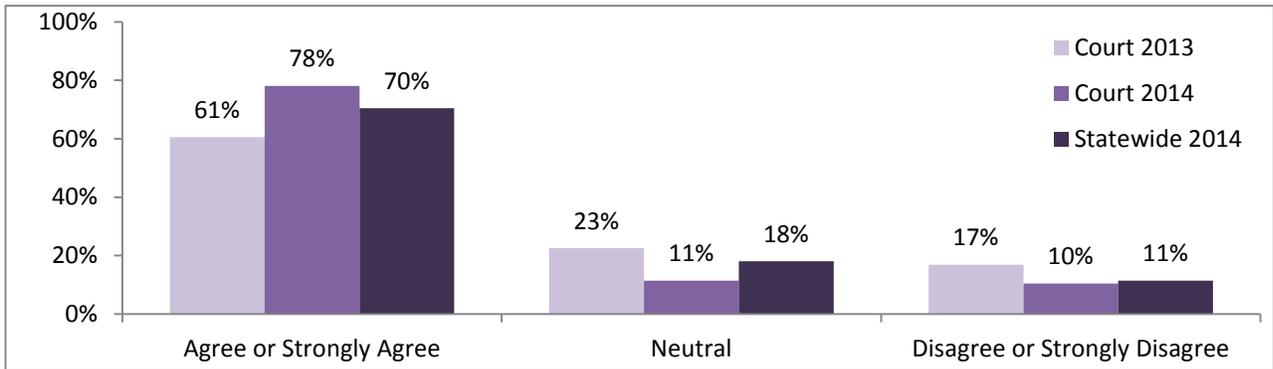
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	56	69%	82	71%	3,259	67%
4 Agree	17	21%	22	19%	1,109	23%
3 Neutral	4	5%	8	7%	336	7%
2 Disagree	1	1%	2	2%	91	2%
1 Strongly Disagree	3	4%	1	1%	98	2%
Total Responses	81		115		4,893	
Score		4.5		4.6		4.5
NA - Not Applicable	15		21		1,097	
No Response	37		35		1,965	



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

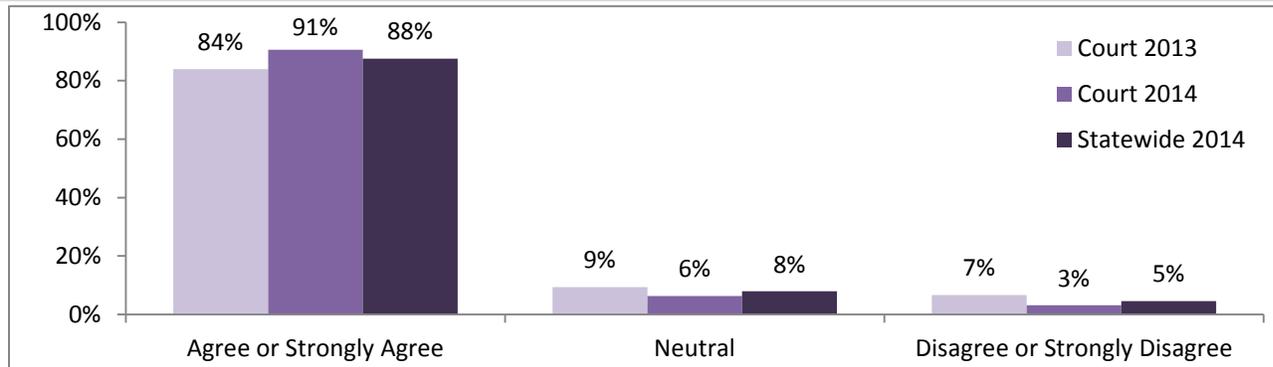
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	29	41%	49	51%	2,048	47%
4 Agree	14	20%	26	27%	999	23%
3 Neutral	16	23%	11	11%	783	18%
2 Disagree	3	4%	6	6%	242	6%
1 Strongly Disagree	9	13%	4	4%	253	6%
Total Responses	71		96		4,325	
Score		3.7		4.1		4.0
NA - Not Applicable	21		27		1,313	
No Response	41		48		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	56%	65	68%	2,750	61%
4 Agree	21	28%	22	23%	1,182	26%
3 Neutral	7	9%	6	6%	354	8%
2 Disagree	2	3%	2	2%	81	2%
1 Strongly Disagree	3	4%	1	1%	123	3%
Total Responses	75		96		4,490	
Score		4.3		4.5		4.4
NA - Not Applicable	17		25		1,137	
No Response	41		50		2,328	



41A 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	32	19%	1,467	19%
Criminal/probation	49	29%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	11	6%	404	5%
Estate/trust	0	0%	0	0%
File papers	3	2%	149	2%
Get information	1	1%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	2	1%	464	6%
PPO	0	0%	0	0%
Small claims	4	2%	171	2%
Traffic/Ticket	50	29%	2,693	35%
Other	14	8%	672	9%
Number of Respondents	171		7,679	
No Response	17		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	75	44%	4,580	62%
Agency Worker	4	2%	164	2%
Attorney/prosecutor	45	26%	903	12%
Family/friend of party to case	11	6%	791	11%
Juror	19	11%	188	3%
Witness	4	2%	196	3%
Other	12	7%	713	10%
Number of Respondents	171		7,402	
No Response	5		553	

41A District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	100	58%	4,217	54%
Female	59	35%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	4	2%	111	1%
Multiracial/biracial	4	2%	153	2%
Black/African American	5	3%	1,367	18%
Hispanic/Latino	4	2%	246	3%
White/Caucasian	93	54%	3,004	39%
Other	3	2%	199	3%
Number of Respondents	171		7,785	
No Response	5		170	