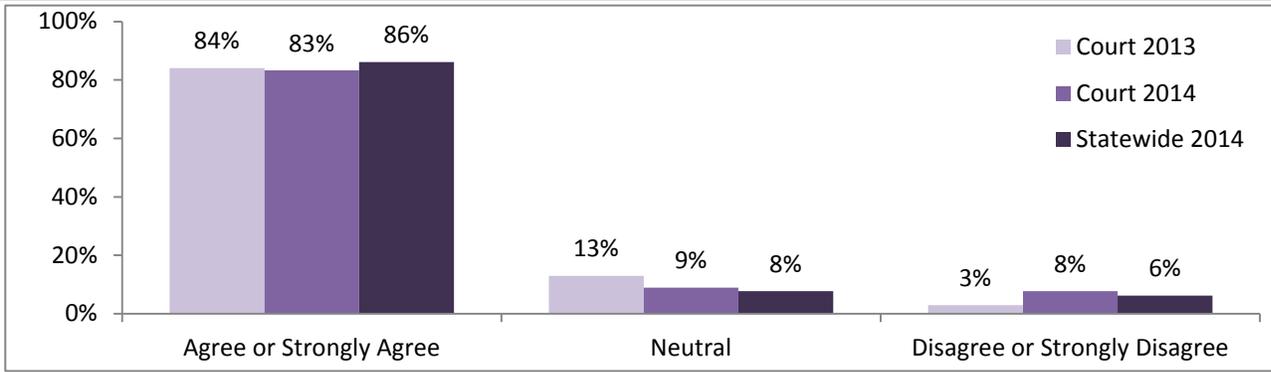


Questions 1 and 2 were directed to all respondents.

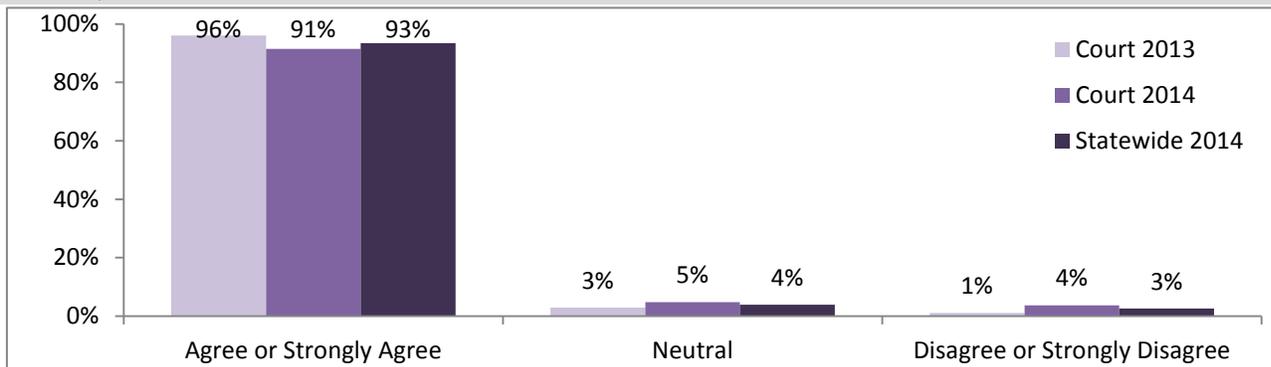
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	160	58%	266	55%	10,542	58%
4 Agree	73	26%	134	28%	5,044	28%
3 Neutral	36	13%	43	9%	1,394	8%
2 Disagree	7	3%	20	4%	563	3%
1 Strongly Disagree	1	0%	17	4%	550	3%
Total Responses	277		480		18,093	
Score		4.4		4.3		4.4
NA - Not Applicable	4		14		496	
No Response	1		5		317	



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

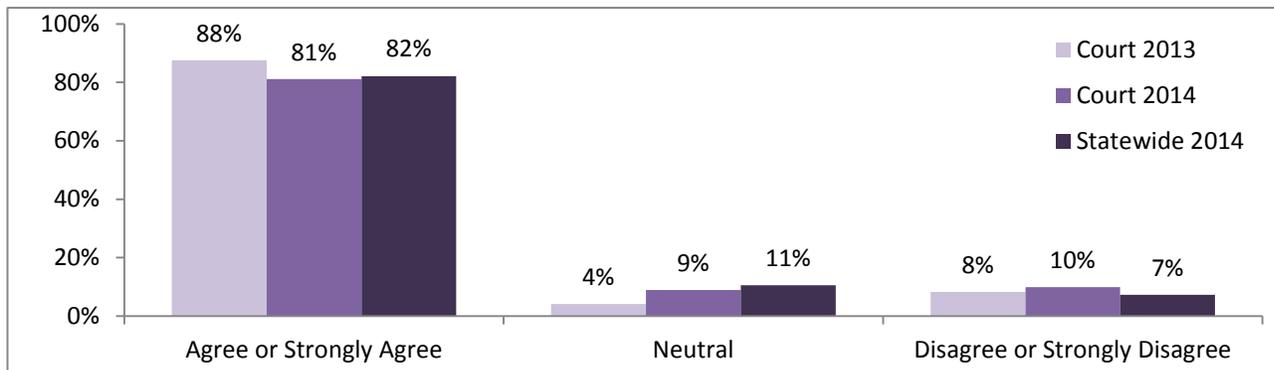
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	196	71%	333	69%	12,932	71%
4 Agree	70	25%	107	22%	4,133	23%
3 Neutral	8	3%	23	5%	719	4%
2 Disagree	1	0%	5	1%	244	1%
1 Strongly Disagree	2	1%	13	3%	238	1%
Total Responses	277		481		18,266	
Score		4.6		4.5		4.6
NA - Not Applicable	2		5		185	
No Response	3		13		455	



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

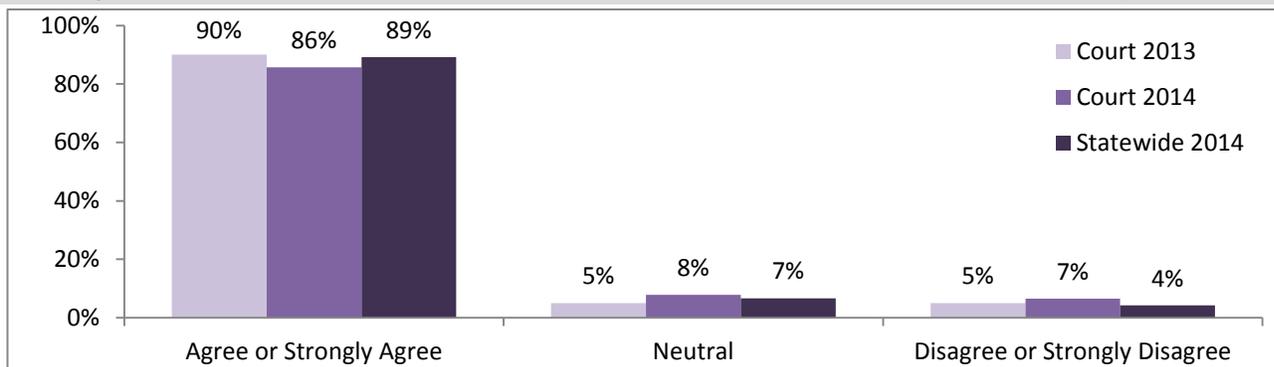
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	82	57%	159	53%	6,476	56%
4 Agree	45	31%	86	28%	3,072	26%
3 Neutral	6	4%	27	9%	1,229	11%
2 Disagree	3	2%	11	4%	387	3%
1 Strongly Disagree	9	6%	19	6%	456	4%
Total Responses	145		302		11,620	
Score	4.3		4.2		4.3	
NA - Not Applicable	13		91		2,776	
No Response	124		106		4,510	



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

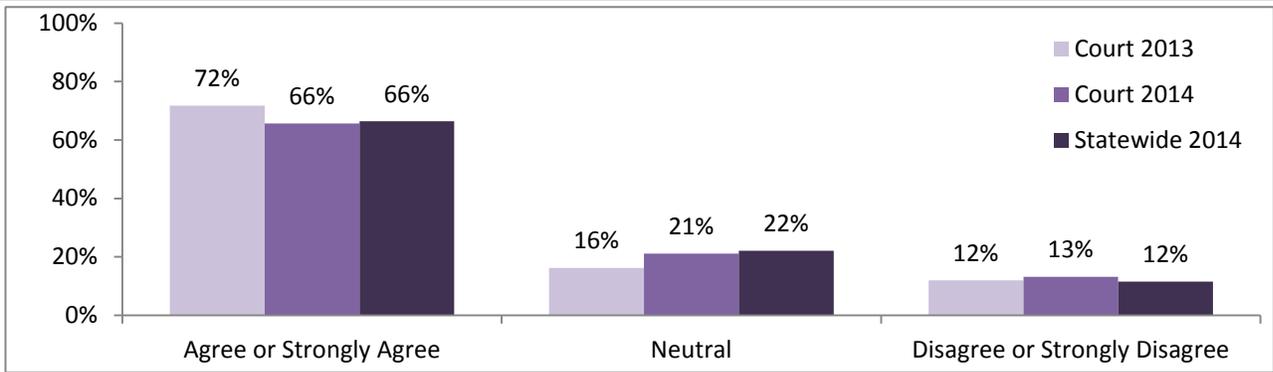
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	88	62%	177	58%	7,452	65%
4 Agree	39	28%	86	28%	2,758	24%
3 Neutral	7	5%	24	8%	762	7%
2 Disagree	3	2%	4	1%	194	2%
1 Strongly Disagree	4	3%	16	5%	286	2%
Total Responses	141		307		11,452	
Score	4.4		4.3		4.5	
NA - Not Applicable	12		84		2,751	
No Response	129		108		4,703	



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

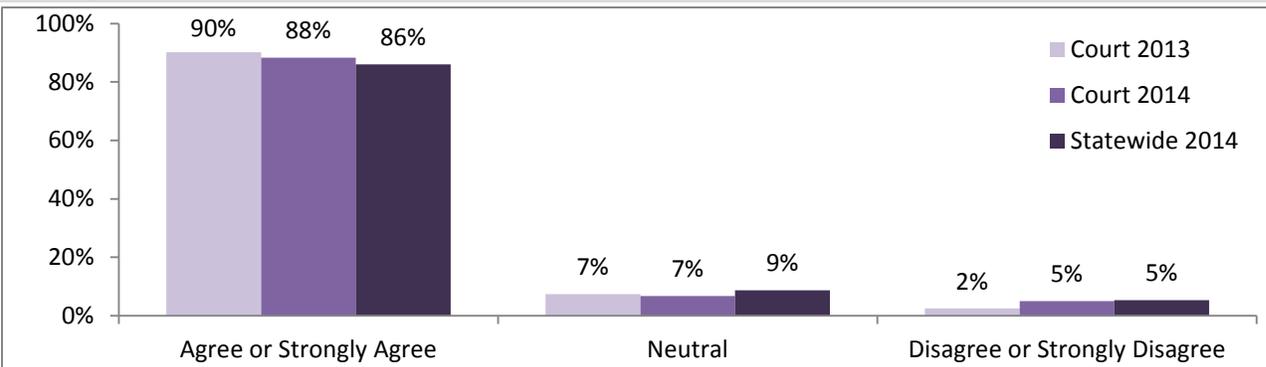
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	49%	104	39%	4,056	44%
4 Agree	27	23%	70	26%	2,001	22%
3 Neutral	19	16%	56	21%	2,013	22%
2 Disagree	5	4%	15	6%	485	5%
1 Strongly Disagree	9	8%	20	8%	568	6%
Total Responses	117		265		9,123	
Score		4.0		3.8		3.9
NA - Not Applicable	26		110		3,741	
No Response	139		124		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	73	60%	168	60%	5,653	58%
4 Agree	37	30%	81	29%	2,660	28%
3 Neutral	9	7%	19	7%	839	9%
2 Disagree	0	0%	4	1%	207	2%
1 Strongly Disagree	3	2%	10	4%	307	3%
Total Responses	122		282		9,666	
Score		4.5		4.4		4.4
NA - Not Applicable	20		94		3,197	
No Response	140		123		6,043	



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		County Courts Statewide 2014	
Child protective	56	11%	1,256	7%
Civil matter	49	10%	2,063	11%
Criminal/probation	97	19%	3,852	21%
Divorce/custody/support	59	12%	2,575	14%
Drug/sobriety court	26	5%	823	5%
Estate/trust	15	3%	601	3%
File papers	17	3%	879	5%
Get information	22	4%	714	4%
Guardianship/conservatorship	45	9%	1,200	7%
Juvenile delinquency	25	5%	592	3%
Make a payment	17	3%	830	5%
PPO	7	1%	358	2%
Small claims	4	1%	352	2%
Traffic/Ticket	29	6%	1,658	9%
Other	66	13%	2,454	13%
Number of Respondents	499		18,198	
No Response	7		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	224	45%	8,416	47%
Agency Worker	27	5%	944	5%
Attorney/prosecutor	74	15%	2,875	16%
Family/friend of party to case	87	17%	2,880	16%
Juror	6	1%	531	3%
Witness	9	2%	340	2%
Other	59	12%	2,406	13%
Number of Respondents	499		17,914	
No Response	19		992	

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

	Court 2014		County Courts Statewide 2014	
Male	235	47%	9,116	49%
Female	243	49%	8,643	47%
American Indian / Alaska Nat.	5	1%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	12	2%	224	1%
Black/African American	73	15%	1,556	8%
Hispanic/Latino	25	5%	548	3%
White/Caucasian	203	41%	9,568	52%
Other	5	1%	288	2%
Number of Respondents	499		18,501	
No Response	3		405	