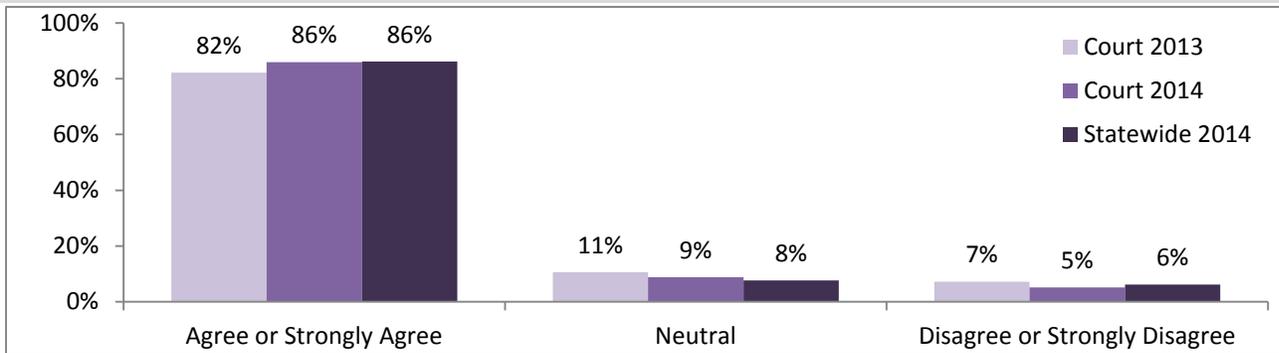


Questions 1 and 2 were directed to all respondents.

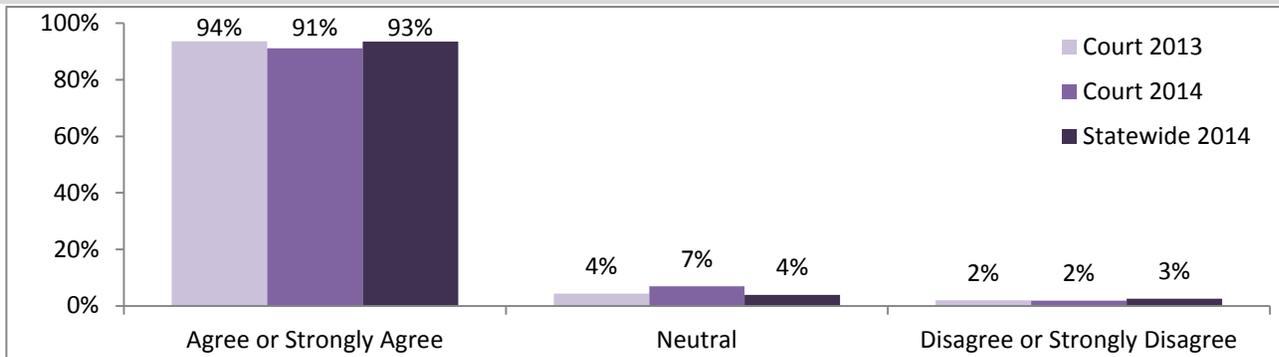
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	158	54%	114	53%	10,542	58%
4 Agree	81	28%	70	33%	5,044	28%
3 Neutral	31	11%	19	9%	1,394	8%
2 Disagree	12	4%	8	4%	563	3%
1 Strongly Disagree	9	3%	3	1%	550	3%
Total Responses	291		214		18,093	
Score		4.3		4.3		4.4
NA - Not Applicable	7		4		496	
No Response	9		3		317	



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

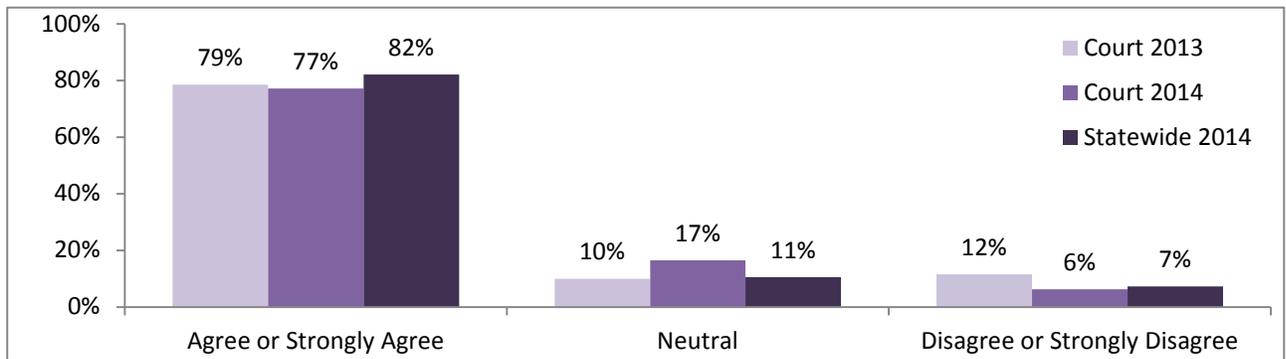
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	211	71%	140	65%	12,932	71%
4 Agree	68	23%	55	26%	4,133	23%
3 Neutral	13	4%	15	7%	719	4%
2 Disagree	6	2%	0	0%	244	1%
1 Strongly Disagree	0	0%	4	2%	238	1%
Total Responses	298		214		18,266	
Score		4.6		4.5		4.6
NA - Not Applicable	5		2		185	
No Response	4		5		455	



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

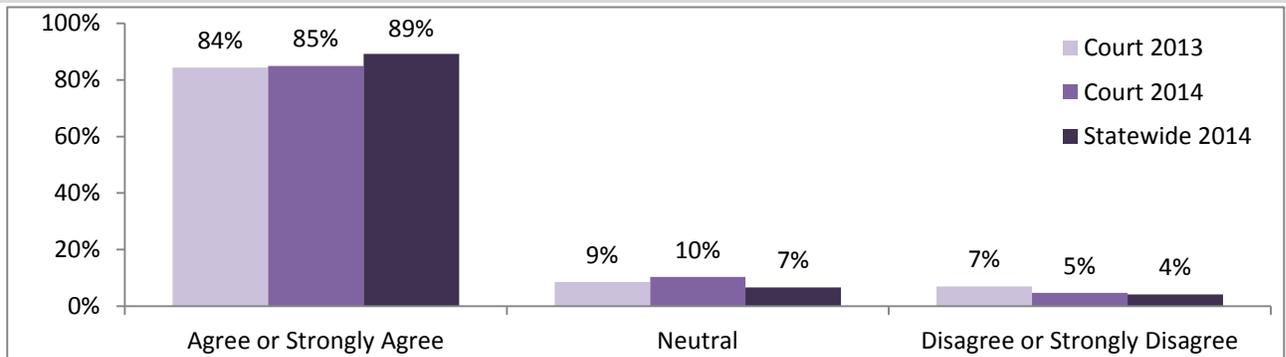
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	88	46%	62	49%	6,476	56%
4 Agree	62	32%	36	28%	3,072	26%
3 Neutral	19	10%	21	17%	1,229	11%
2 Disagree	9	5%	4	3%	387	3%
1 Strongly Disagree	13	7%	4	3%	456	4%
Total Responses	191		127		11,620	
Score		4.1		4.2		4.3
NA - Not Applicable	25		27		2,776	
No Response	91		67		4,510	



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

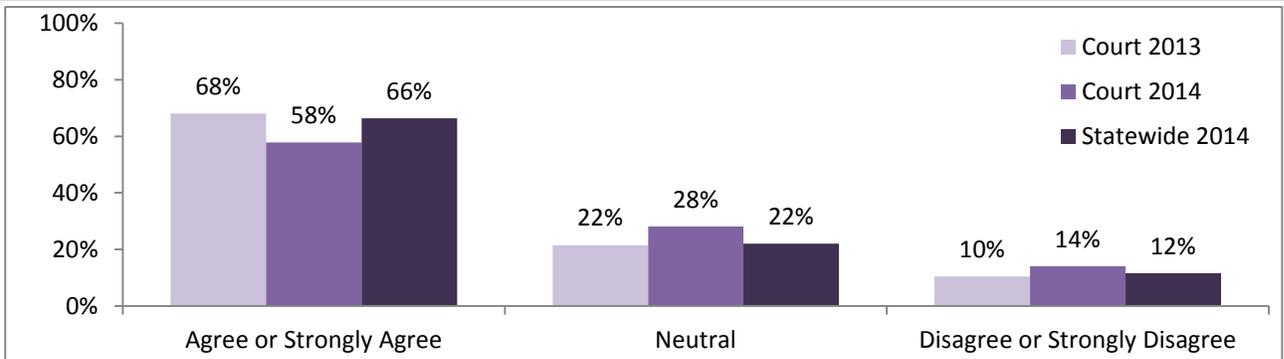
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	111	60%	75	60%	7,452	65%
4 Agree	46	25%	32	25%	2,758	24%
3 Neutral	16	9%	13	10%	762	7%
2 Disagree	9	5%	2	2%	194	2%
1 Strongly Disagree	4	2%	4	3%	286	2%
Total Responses	186		126		11,452	
Score		4.3		4.4		4.5
NA - Not Applicable	25		28		2,751	
No Response	96		67		4,703	



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

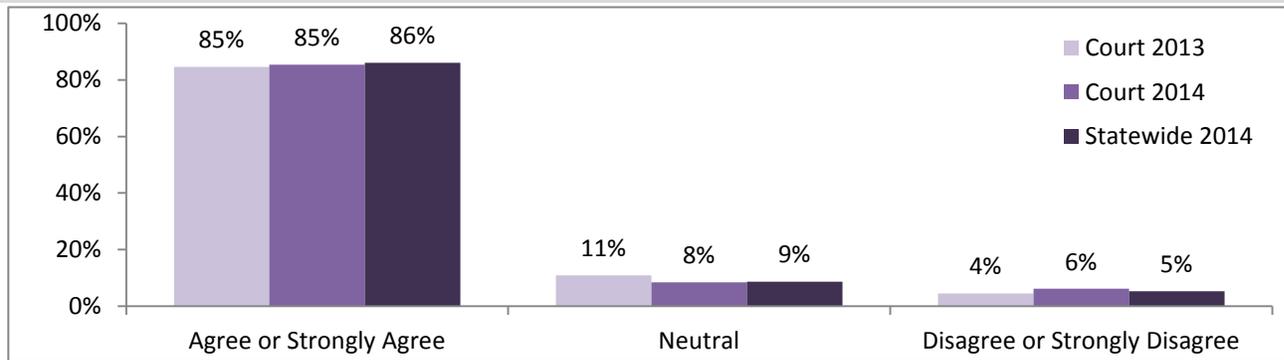
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	71	49%	38	31%	4,056	44%
4 Agree	27	19%	32	26%	2,001	22%
3 Neutral	31	22%	34	28%	2,013	22%
2 Disagree	7	5%	9	7%	485	5%
1 Strongly Disagree	8	6%	8	7%	568	6%
Total Responses	144		121		9,123	
Score		4.0		3.7		3.9
NA - Not Applicable	50		33		3,741	
No Response	113		67		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	87	56%	63	48%	5,653	58%
4 Agree	45	29%	48	37%	2,660	28%
3 Neutral	17	11%	11	8%	839	9%
2 Disagree	2	1%	1	1%	207	2%
1 Strongly Disagree	5	3%	7	5%	307	3%
Total Responses	156		130		9,666	
Score		4.3		4.2		4.4
NA - Not Applicable	37		25		3,197	
No Response	114		66		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	25	11%	1,256	7%
Civil matter	14	6%	2,063	11%
Criminal/probation	43	19%	3,852	21%
Divorce/custody/support	33	15%	2,575	14%
Drug/sobriety court	5	2%	823	5%
Estate/trust	5	2%	601	3%
File papers	11	5%	879	5%
Get information	13	6%	714	4%
Guardianship/conservatorship	9	4%	1,200	7%
Juvenile delinquency	2	1%	592	3%
Make a payment	14	6%	830	5%
PPO	14	6%	358	2%
Small claims	3	1%	352	2%
Traffic/Ticket	31	14%	1,658	9%
Other	20	9%	2,454	13%
Number of Respondents	221		18,198	
No Response	6		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	147	67%	8,416	47%
Agency Worker	5	2%	944	5%
Attorney/prosecutor	20	9%	2,875	16%
Family/friend of party to case	24	11%	2,880	16%
Juror	1	0%	531	3%
Witness	2	1%	340	2%
Other	13	6%	2,406	13%
Number of Respondents	221		17,914	
No Response	11		992	

Monroe County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	116	52%	9,116	49%
Female	97	44%	8,643	47%
American Indian / Alaska Nat.	2	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	4	2%	224	1%
Black/African American	12	5%	1,556	8%
Hispanic/Latino	4	2%	548	3%
White/Caucasian	133	60%	9,568	52%
Other	1	0%	288	2%
Number of Respondents	221		18,501	
No Response	1		405	