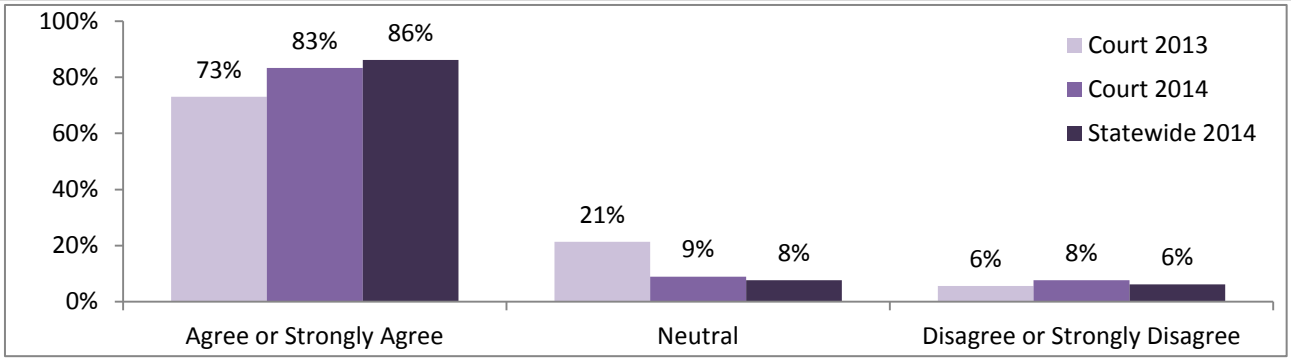
Questions 1 and 2 were directed to all respondents.

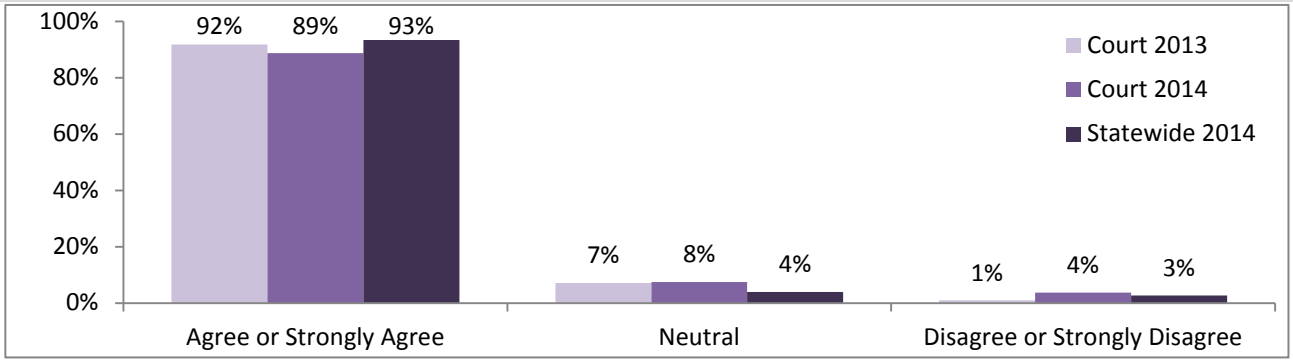
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	37	42%	43	55%	10,542	58%
4 Agree	28	31%	22	28%	5,044	28%
3 Neutral	19	21%	7	9%	1,394	8%
2 Disagree	4	4%	4	5%	563	3%
1 Strongly Disagree	1	1%	2	3%	550	3%
Total Responses	89		78		18,093	
Score		4.1		4.3		4.4
NA - Not Applicable	7		3		496	
No Response	7		0		317	



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

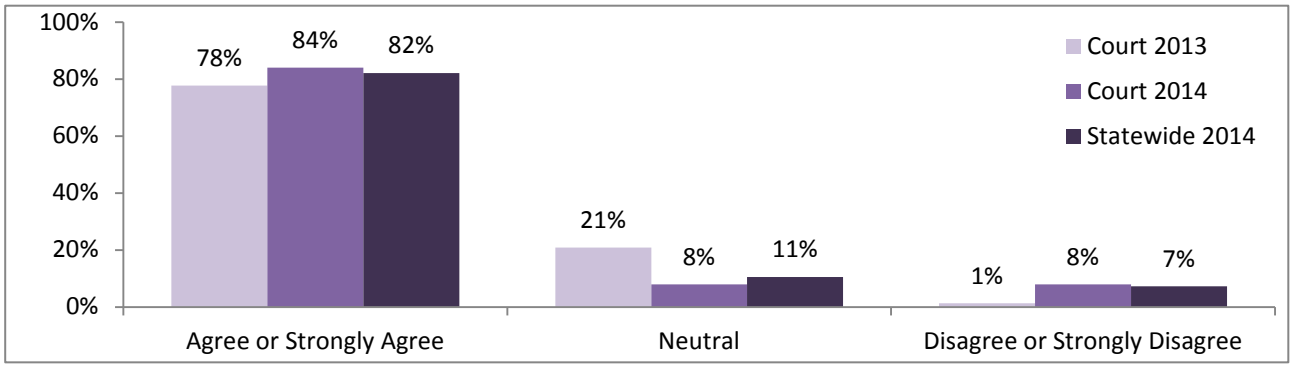
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	63	64%	49	61%	12,932	71%
4 Agree	27	28%	22	28%	4,133	23%
3 Neutral	7	7%	6	8%	719	4%
2 Disagree	0	0%	3	4%	244	1%
1 Strongly Disagree	1	1%	0	0%	238	1%
Total Responses	98		80		18,266	
Score		4.5		4.5		4.6
NA - Not Applicable	3		0		185	
No Response	2		1		455	



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

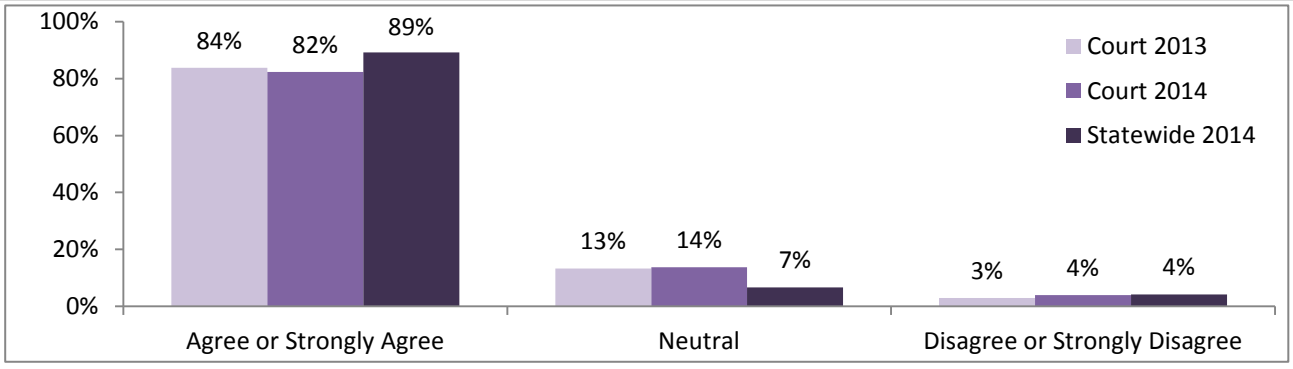
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	37	51%	25	50%	6,476	56%
4 Agree	19	26%	17	34%	3,072	26%
3 Neutral	15	21%	4	8%	1,229	11%
2 Disagree	1	1%	1	2%	387	3%
1 Strongly Disagree	0	0%	3	6%	456	4%
Total Responses	72		50		11,620	
Score		4.3		4.2		4.3
NA - Not Applicable	12		14		2,776	
No Response	19		17		4,510	



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

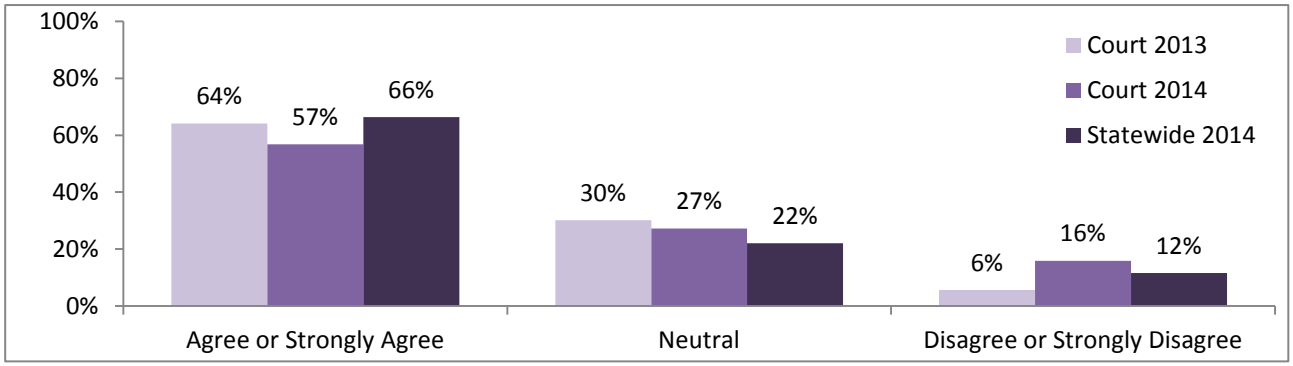
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	38	56%	31	61%	7,452	65%
4 Agree	19	28%	11	22%	2,758	24%
3 Neutral	9	13%	7	14%	762	7%
2 Disagree	1	1%	0	0%	194	2%
1 Strongly Disagree	1	1%	2	4%	286	2%
Total Responses	68		51		11,452	
Score		4.4		4.4		4.5
NA - Not Applicable	12		12		2,751	
No Response	23		18		4,703	



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

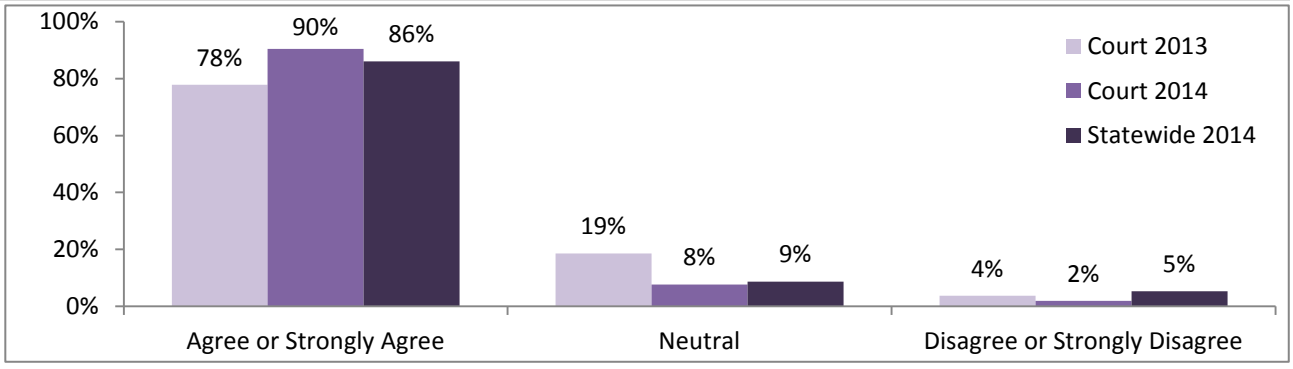
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	21	40%	17	39%	4,056	44%
4 Agree	13	25%	8	18%	2,001	22%
3 Neutral	16	30%	12	27%	2,013	22%
2 Disagree	2	4%	3	7%	485	5%
1 Strongly Disagree	1	2%	4	9%	568	6%
Total Responses	53		44		9,123	
Score		4.0		3.7		3.9
NA - Not Applicable	21		14		3,741	
No Response	29		23		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	29	54%	30	58%	5,653	58%
4 Agree	13	24%	17	33%	2,660	28%
3 Neutral	10	19%	4	8%	839	9%
2 Disagree	0	0%	0	0%	207	2%
1 Strongly Disagree	2	4%	1	2%	307	3%
Total Responses	54		52		9,666	
Score		4.2		4.4		4.4
NA - Not Applicable	18		9		3,197	
No Response	31		20		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	5	6%	1,256	7%
Civil matter	19	23%	2,063	11%
Criminal/probation	14	17%	3,852	21%
Divorce/custody/support	11	14%	2,575	14%
Drug/sobriety court	1	1%	823	5%
Estate/trust	1	1%	601	3%
File papers	6	7%	879	5%
Get information	3	4%	714	4%
Guardianship/conservatorship	8	10%	1,200	7%
Juvenile delinquency	4	5%	592	3%
Make a payment	3	4%	830	5%
PPO	2	2%	358	2%
Small claims	4	5%	352	2%
Traffic/Ticket	8	10%	1,658	9%
Other	9	11%	2,454	13%
Number of Respondents	81		18,198	
No Response	1		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	38	47%	8,416	47%
Agency Worker	3	4%	944	5%
Attorney/prosecutor	23	28%	2,875	16%
Family/friend of party to case	11	14%	2,880	16%
Juror	0	0%	531	3%
Witness	4	5%	340	2%
Other	4	5%	2,406	13%
Number of Respondents	81		17,914	
No Response	3		992	

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

	Court 2014		County Courts Statewide 2014	
Male	41	51%	9,116	49%
Female	35	43%	8,643	47%
American Indian / Alaska Nat.	4	5%	409	2%
Asian	1	1%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	2	2%	548	3%
White/Caucasian	47	58%	9,568	52%
Other	1	1%	288	2%
Number of Respondents	81		18,501	
No Response	3		405	