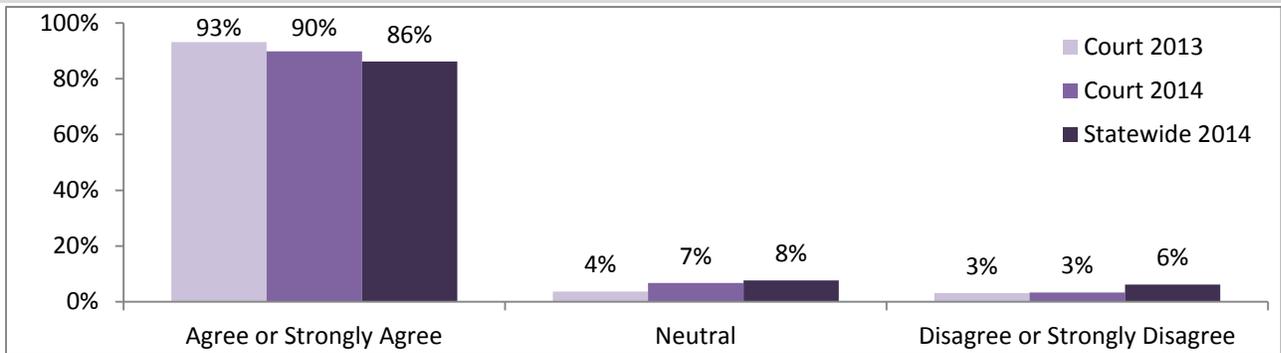


Questions 1 and 2 were directed to all respondents.

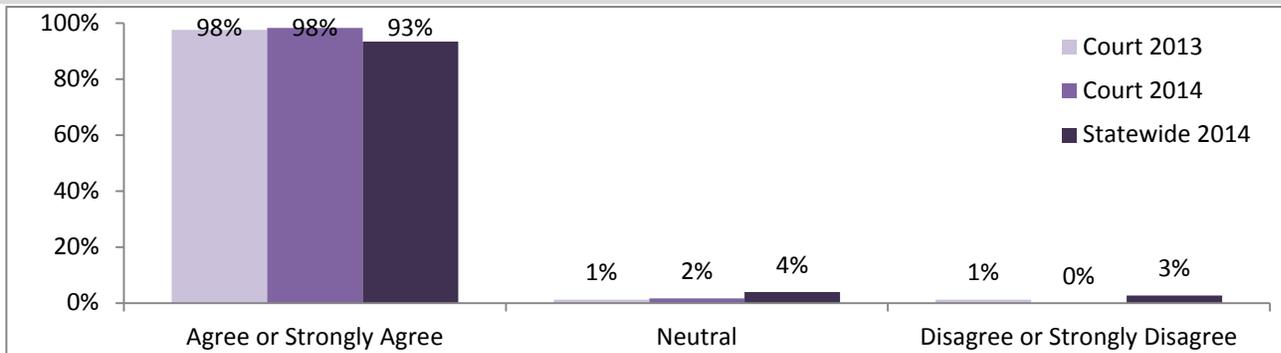
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	112	70%	87	74%	10,542	58%
4 Agree	38	24%	19	16%	5,044	28%
3 Neutral	6	4%	8	7%	1,394	8%
2 Disagree	4	2%	2	2%	563	3%
1 Strongly Disagree	1	1%	2	2%	550	3%
Total Responses	161		118		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	2		4		496	
No Response	1		1		317	



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

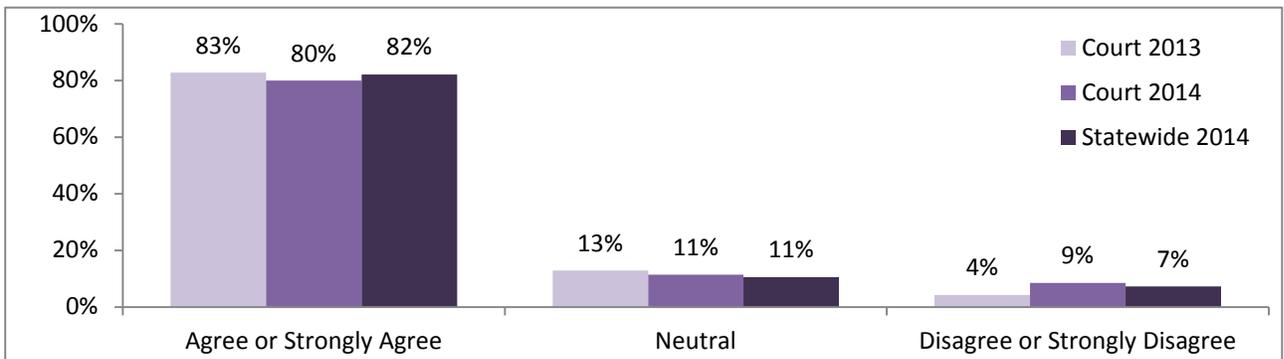
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	130	79%	102	86%	12,932	71%
4 Agree	30	18%	14	12%	4,133	23%
3 Neutral	2	1%	2	2%	719	4%
2 Disagree	1	1%	0	0%	244	1%
1 Strongly Disagree	1	1%	0	0%	238	1%
Total Responses	164		118		18,266	
Score		4.8		4.8		4.6
NA - Not Applicable	0		1		185	
No Response	0		4		455	



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

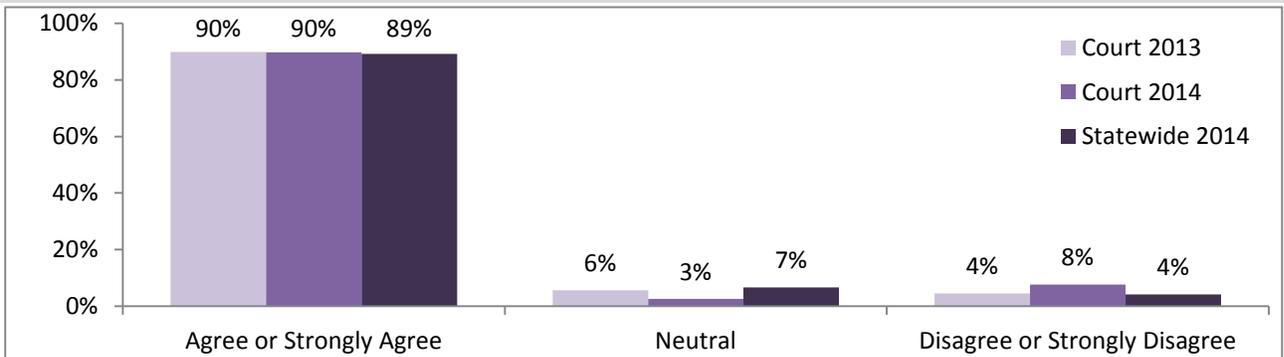
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	56	60%	25	71%	6,476	56%
4 Agree	21	23%	3	9%	3,072	26%
3 Neutral	12	13%	4	11%	1,229	11%
2 Disagree	2	2%	2	6%	387	3%
1 Strongly Disagree	2	2%	1	3%	456	4%
Total Responses	93		35		11,620	
Score		4.4		4.4		4.3
NA - Not Applicable	16		30		2,776	
No Response	55		58		4,510	



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

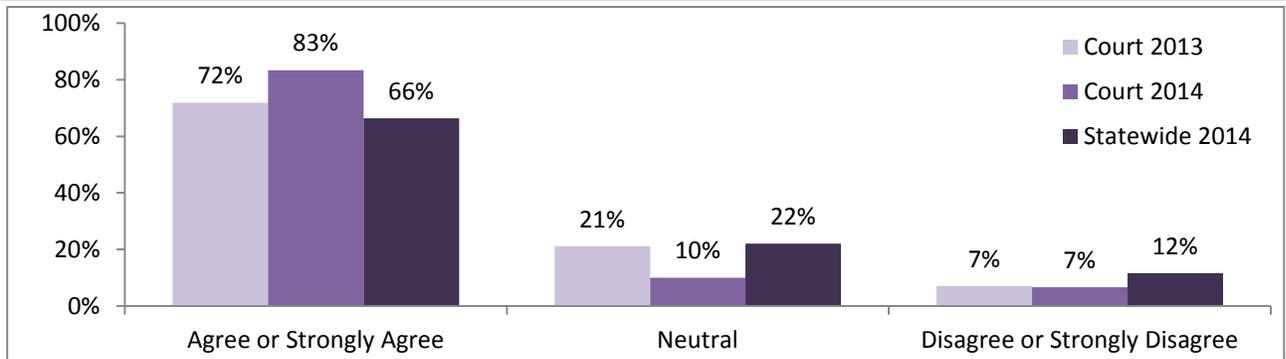
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	64%	32	82%	7,452	65%
4 Agree	23	26%	3	8%	2,758	24%
3 Neutral	5	6%	1	3%	762	7%
2 Disagree	2	2%	2	5%	194	2%
1 Strongly Disagree	2	2%	1	3%	286	2%
Total Responses	89		39		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	17		24		2,751	
No Response	58		60		4,703	



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

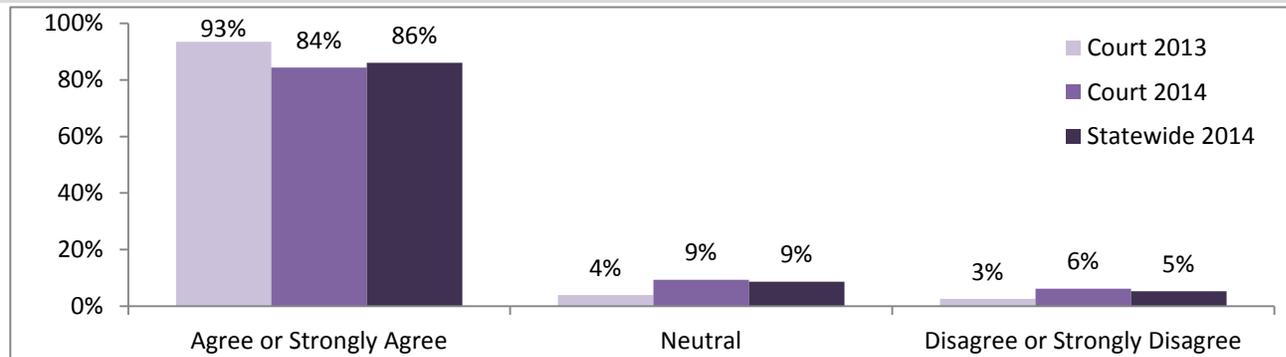
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	37	52%	20	67%	4,056	44%
4 Agree	14	20%	5	17%	2,001	22%
3 Neutral	15	21%	3	10%	2,013	22%
2 Disagree	3	4%	1	3%	485	5%
1 Strongly Disagree	2	3%	1	3%	568	6%
Total Responses	71		30		9,123	
Score		4.1		4.4		3.9
NA - Not Applicable	30		32		3,741	
No Response	63		61		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	52	68%	25	78%	5,653	58%
4 Agree	19	25%	2	6%	2,660	28%
3 Neutral	3	4%	3	9%	839	9%
2 Disagree	1	1%	0	0%	207	2%
1 Strongly Disagree	1	1%	2	6%	307	3%
Total Responses	76		32		9,666	
Score		4.6		4.5		4.4
NA - Not Applicable	27		28		3,197	
No Response	61		63		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	6	5%	1,256	7%
Civil matter	11	9%	2,063	11%
Criminal/probation	23	19%	3,852	21%
Divorce/custody/support	11	9%	2,575	14%
Drug/sobriety court	0	0%	823	5%
Estate/trust	3	2%	601	3%
File papers	5	4%	879	5%
Get information	7	6%	714	4%
Guardianship/conservatorship	3	2%	1,200	7%
Juvenile delinquency	2	2%	592	3%
Make a payment	11	9%	830	5%
PPO	1	1%	358	2%
Small claims	9	7%	352	2%
Traffic/Ticket	22	18%	1,658	9%
Other	14	11%	2,454	13%
Number of Respondents	123		18,198	
No Response	10		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	57	46%	8,416	47%
Agency Worker	2	2%	944	5%
Attorney/prosecutor	3	2%	2,875	16%
Family/friend of party to case	11	9%	2,880	16%
Juror	19	15%	531	3%
Witness	0	0%	340	2%
Other	16	13%	2,406	13%
Number of Respondents	123		17,914	
No Response	19		992	

St. Joseph County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	40	33%	9,116	49%
Female	73	59%	8,643	47%
American Indian / Alaska Nat.	1	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	3	2%	1,556	8%
Hispanic/Latino	2	2%	548	3%
White/Caucasian	72	59%	9,568	52%
Other	1	1%	288	2%
Number of Respondents	123		18,501	
No Response	3		405	