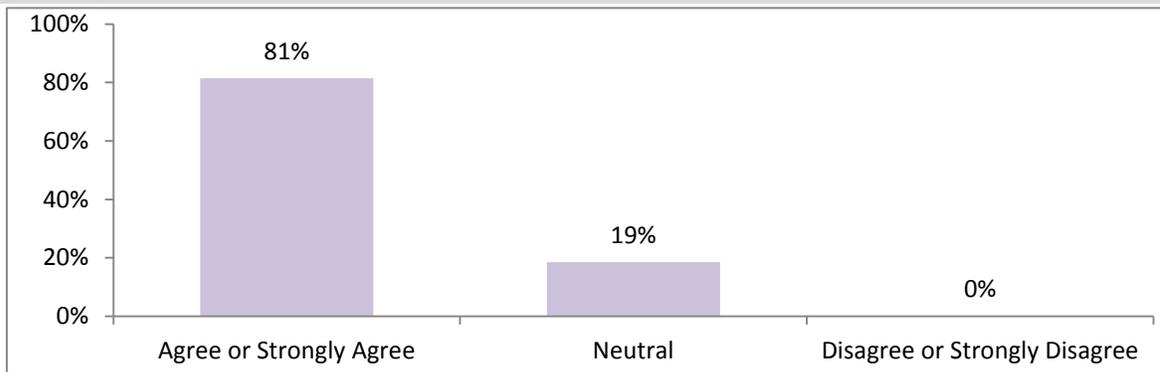


Questions 1 and 2 were directed to all respondents.

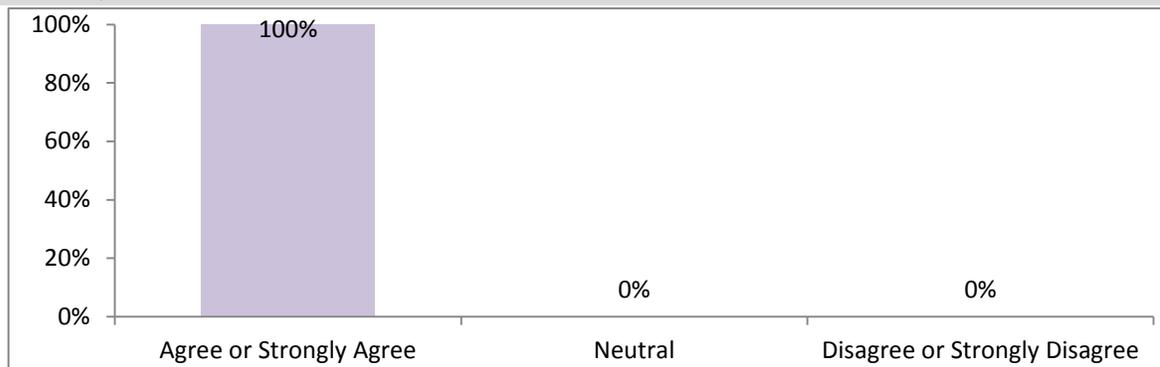
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	17	63%
4 Agree	5	19%
3 Neutral	5	19%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	27	
Score		4.4
NA - Not Applicable	0	
No Response	1	



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

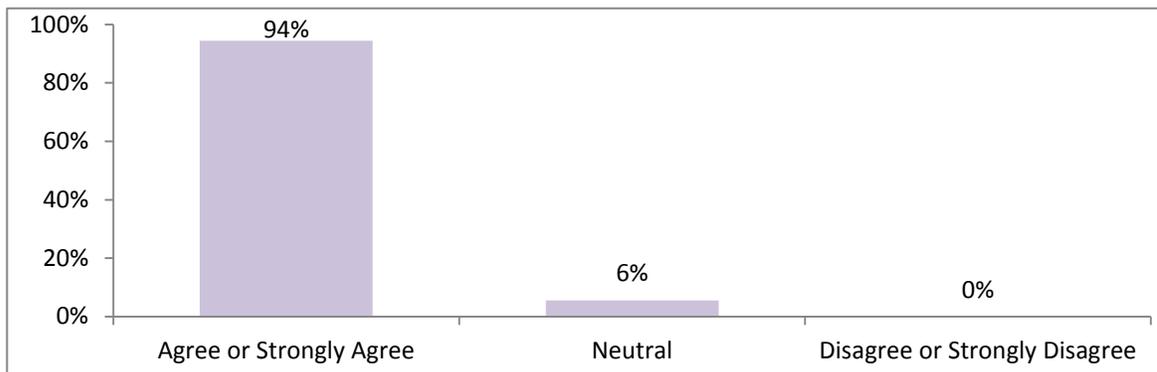
	2015	
5 Strongly Agree	23	85%
4 Agree	4	15%
3 Neutral	0	0%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	27	
Score		4.9
NA - Not Applicable	0	
No Response	1	



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

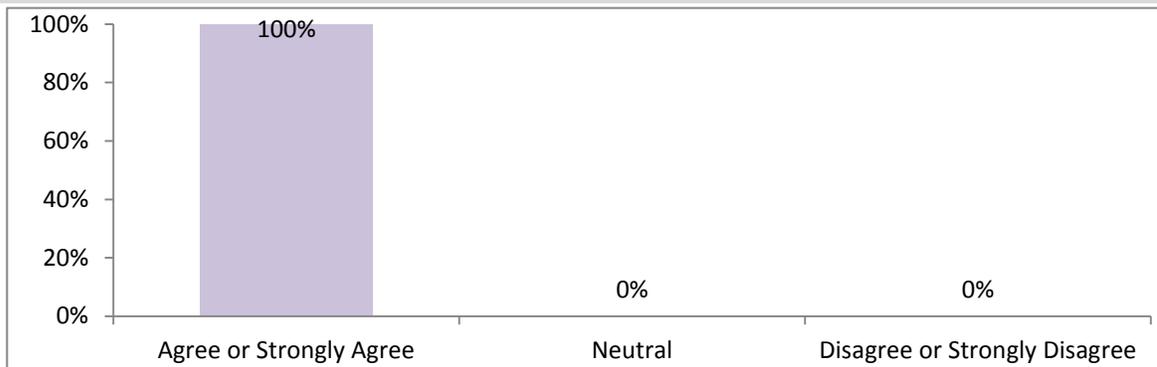
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	13	72%
4 Agree	4	22%
3 Neutral	1	6%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	18	
Score		4.7
NA - Not Applicable	3	
No Response	7	



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

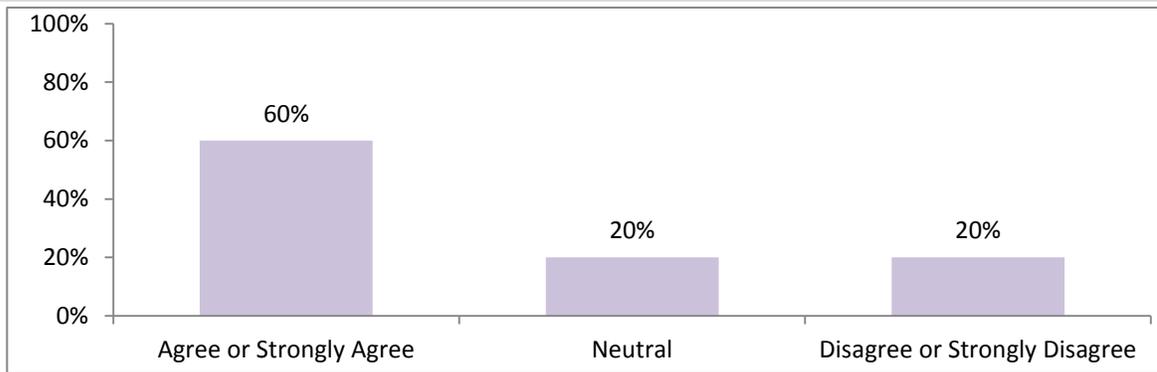
	2015	
5 Strongly Agree	15	88%
4 Agree	2	12%
3 Neutral	0	0%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	17	
Score		4.9
NA - Not Applicable	4	
No Response	7	



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

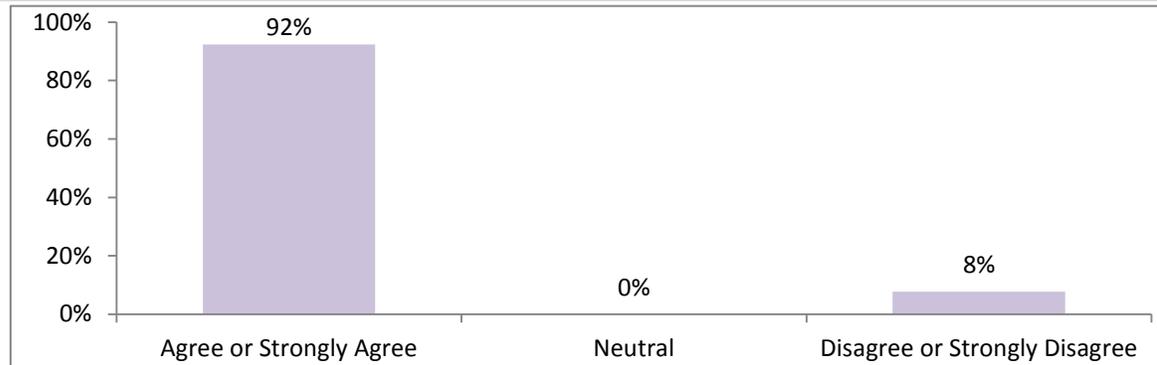
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	4	40%
4 Agree	2	20%
3 Neutral	2	20%
2 Disagree	0	0%
1 Strongly Disagree	2	20%
Total Responses	10	
Score		3.6
NA - Not Applicable	6	
No Response	12	



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

	2015	
5 Strongly Agree	9	69%
4 Agree	3	23%
3 Neutral	0	0%
2 Disagree	0	0%
1 Strongly Disagree	1	8%
Total Responses	13	
Score		4.5
NA - Not Applicable	3	
No Response	12	



Osceola County Circuit and Probate Courts

Questions 7-10 were directed to all respondents.

7) What type of case brought you to the courthouse today? (Shade ALL that apply.)

	2015	
Child protective	10	38%
Civil matter	2	8%
Criminal/probation	1	4%
Divorce/custody/support	2	8%
Drug/sobriety court	0	0%
Estate/trust	3	12%
File papers	3	12%
Get information	1	4%
Guardianship/conservatorship	2	8%
Juvenile delinquency	0	0%
Landlord/Tenant	0	0%
Make a payment	1	4%
PPO	0	0%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	2	8%
Number of Respondents	26	
No Response	2	

8) Who are you? (Shade ALL that apply.)

	2015	
Party (Plaintiff/Defendant)	1	4%
Agency Worker	4	17%
Attorney/prosecutor	9	38%
Family/friend of party to case	4	17%
Juror	0	0%
Witness	0	0%
Other	6	25%
Number of Respondents	24	
No Response	4	

Osceola County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	10	37%
Female	17	63%
Other	0	0%
Number of Respondents	27	
No Response	1	

10) How do you identify yourself? (Shade ALL that apply.)

	2015	
American Indian / Alaska Nat.	0	0%
Asian	0	0%
Multiracial/biracial	0	0%
Black/African American	1	4%
Hispanic/Latino	0	0%
White/Caucasian	25	93%
Other	1	4%
Number of Respondents	27	
No Response	1	