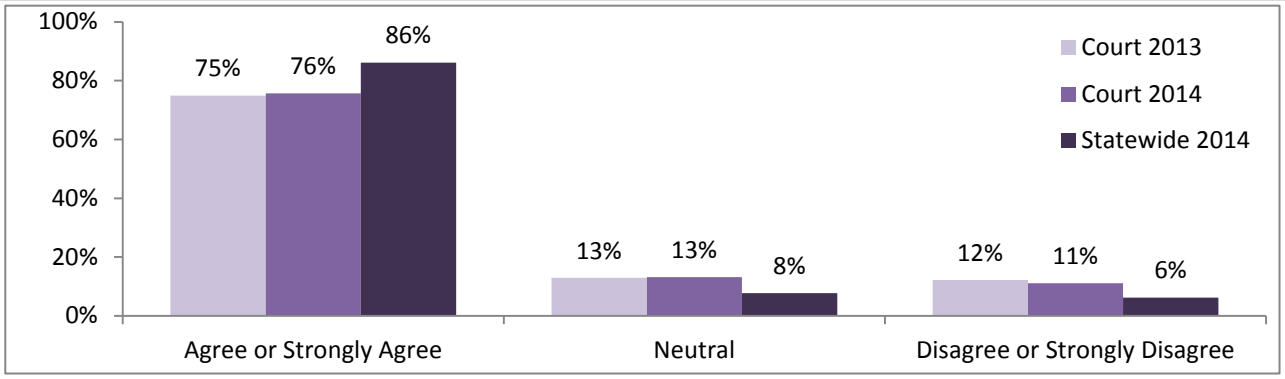
Questions 1 and 2 were directed to all respondents.

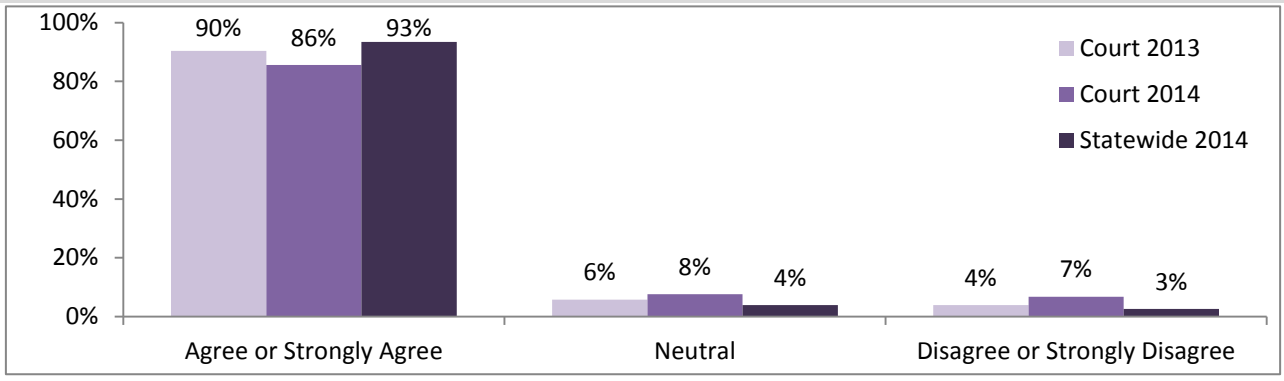
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	198	47%	110	47%	10,542	58%
4 Agree	115	28%	68	29%	5,044	28%
3 Neutral	54	13%	31	13%	1,394	8%
2 Disagree	24	6%	13	6%	563	3%
1 Strongly Disagree	27	6%	13	6%	550	3%
Total Responses	418		235		18,093	
Score		4.0		4.1		4.4
NA - Not Applicable	22		18		496	
No Response	6		4		317	



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

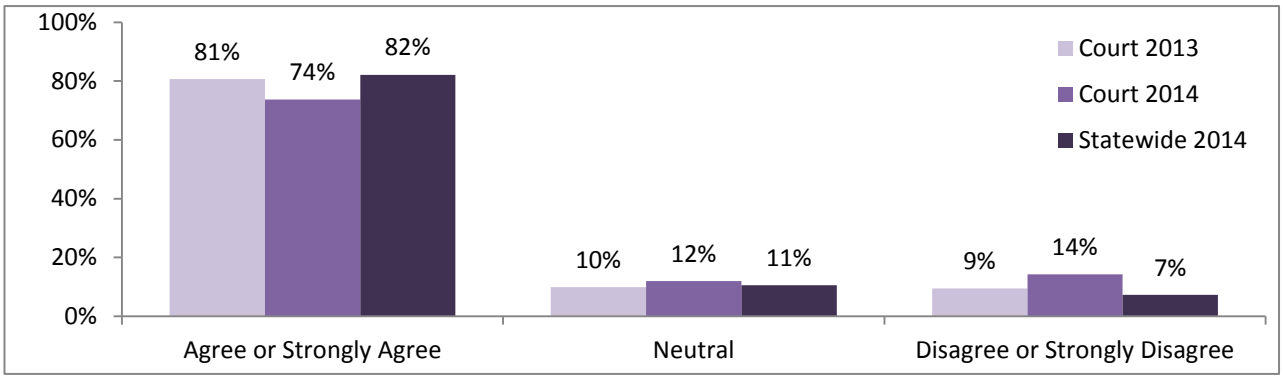
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	279	64%	144	61%	12,932	71%
4 Agree	114	26%	59	25%	4,133	23%
3 Neutral	25	6%	18	8%	719	4%
2 Disagree	5	1%	9	4%	244	1%
1 Strongly Disagree	12	3%	7	3%	238	1%
Total Responses	435		237		18,266	
Score		4.5		4.4		4.6
NA - Not Applicable	2		4		185	
No Response	9		16		455	



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

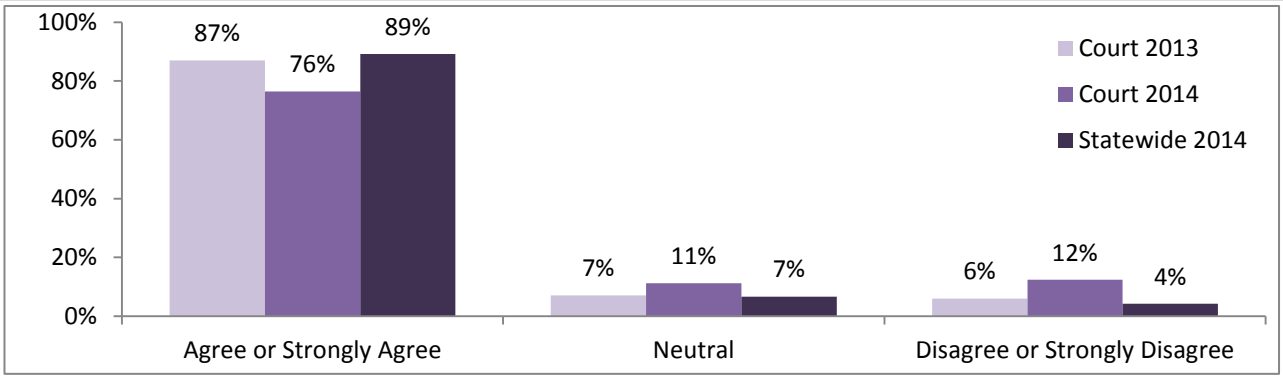
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	124	45%	76	42%	6,476	56%
4 Agree	97	35%	59	32%	3,072	26%
3 Neutral	27	10%	22	12%	1,229	11%
2 Disagree	12	4%	8	4%	387	3%
1 Strongly Disagree	14	5%	18	10%	456	4%
Total Responses	274		183		11,620	
Score		4.1		3.9		4.3
NA - Not Applicable	50		24		2,776	
No Response	122		50		4,510	



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

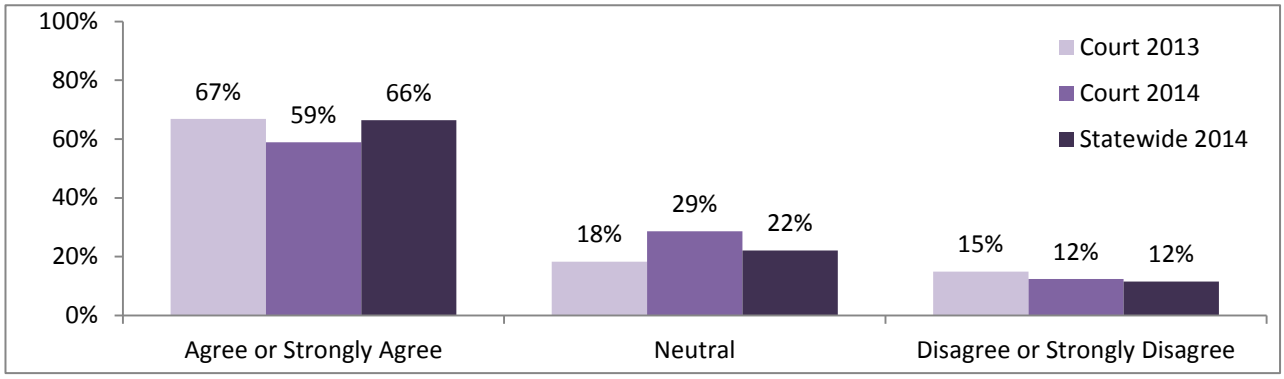
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	150	56%	89	50%	7,452	65%
4 Agree	84	31%	47	26%	2,758	24%
3 Neutral	19	7%	20	11%	762	7%
2 Disagree	11	4%	9	5%	194	2%
1 Strongly Disagree	5	2%	13	7%	286	2%
Total Responses	269		178		11,452	
Score		4.3		4.1		4.5
NA - Not Applicable	44		26		2,751	
No Response	133		53		4,703	



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

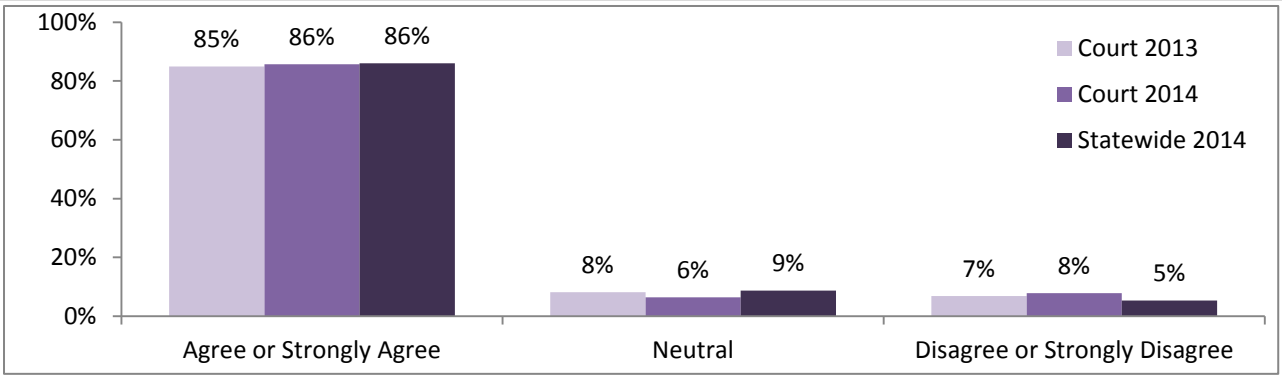
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	83	40%	39	30%	4,056	44%
4 Agree	56	27%	37	29%	2,001	22%
3 Neutral	38	18%	37	29%	2,013	22%
2 Disagree	15	7%	7	5%	485	5%
1 Strongly Disagree	16	8%	9	7%	568	6%
Total Responses	208		129		9,123	
Score		3.8		3.7		3.9
NA - Not Applicable	80		47		3,741	
No Response	158		81		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	110	50%	76	54%	5,653	58%
4 Agree	77	35%	44	31%	2,660	28%
3 Neutral	18	8%	9	6%	839	9%
2 Disagree	7	3%	1	1%	207	2%
1 Strongly Disagree	8	4%	10	7%	307	3%
Total Responses	220		140		9,666	
Score		4.2		4.3		4.4
NA - Not Applicable	67		38		3,197	
No Response	159		79		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	21	8%	1,256	7%
Civil matter	32	12%	2,063	11%
Criminal/probation	47	18%	3,852	21%
Divorce/custody/support	28	11%	2,575	14%
Drug/sobriety court	3	1%	823	5%
Estate/trust	7	3%	601	3%
File papers	14	5%	879	5%
Get information	12	5%	714	4%
Guardianship/conservatorship	3	1%	1,200	7%
Juvenile delinquency	36	14%	592	3%
Make a payment	2	1%	830	5%
PPO	6	2%	358	2%
Small claims	4	2%	352	2%
Traffic/Ticket	24	9%	1,658	9%
Other	45	18%	2,454	13%
Number of Respondents	257		18,198	
No Response	5		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	79	31%	8,416	47%
Agency Worker	14	5%	944	5%
Attorney/prosecutor	26	10%	2,875	16%
Family/friend of party to case	68	26%	2,880	16%
Juror	4	2%	531	3%
Witness	14	5%	340	2%
Other	57	22%	2,406	13%
Number of Respondents	257		17,914	
No Response	11		992	

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

	Court 2014		County Courts Statewide 2014	
Male	115	45%	9,116	49%
Female	130	51%	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	47	18%	1,556	8%
Hispanic/Latino	7	3%	548	3%
White/Caucasian	96	37%	9,568	52%
Other	8	3%	288	2%
Number of Respondents	257		18,501	
No Response	4		405	