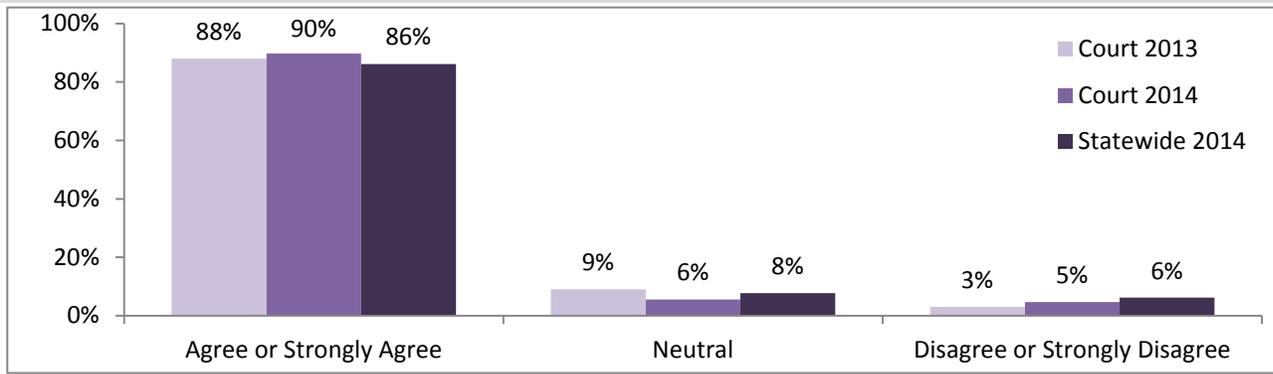


Questions 1 and 2 were directed to all respondents.

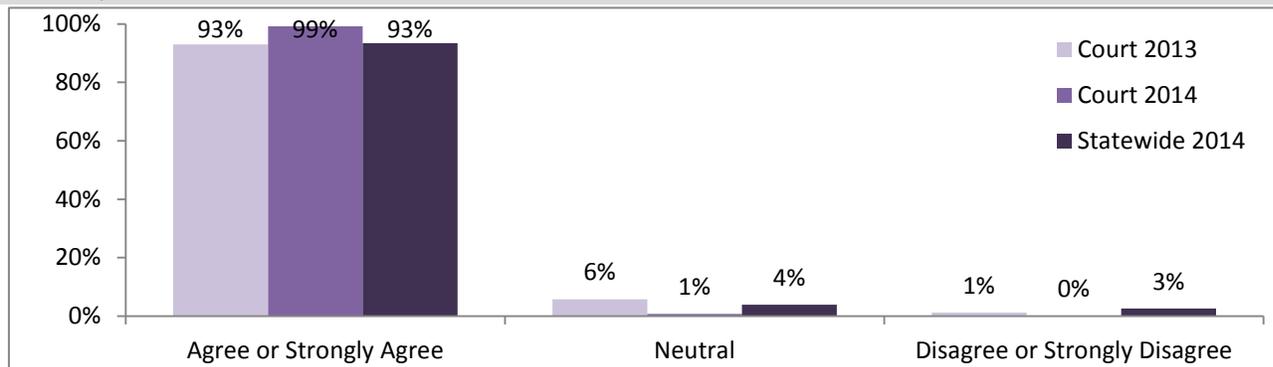
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	106	63%	77	61%	10,542	58%
4 Agree	41	25%	37	29%	5,044	28%
3 Neutral	15	9%	7	6%	1,394	8%
2 Disagree	3	2%	4	3%	563	3%
1 Strongly Disagree	2	1%	2	2%	550	3%
Total Responses	167		127		18,093	
Score		4.5		4.4		4.4
NA - Not Applicable	5		5		496	
No Response	4		2		317	



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

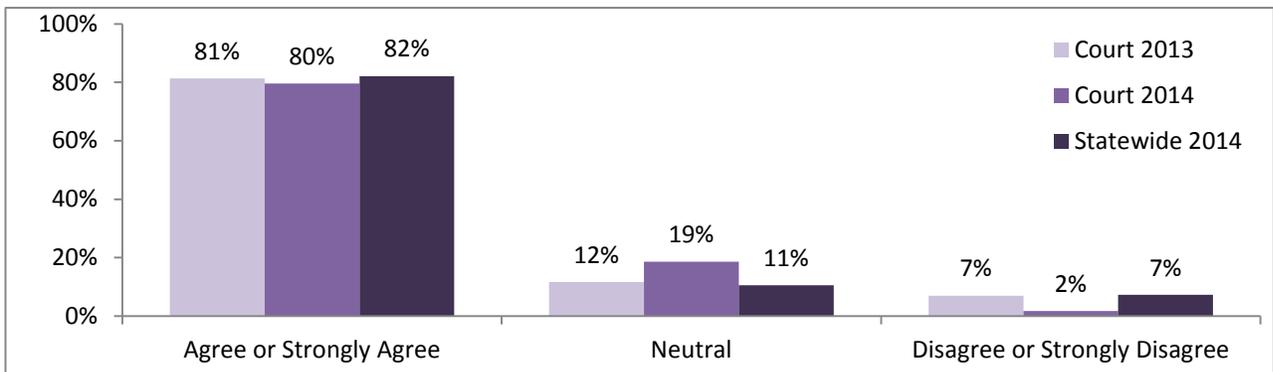
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	135	78%	99	77%	12,932	71%
4 Agree	26	15%	28	22%	4,133	23%
3 Neutral	10	6%	1	1%	719	4%
2 Disagree	2	1%	0	0%	244	1%
1 Strongly Disagree	0	0%	0	0%	238	1%
Total Responses	173		128		18,266	
Score		4.7		4.8		4.6
NA - Not Applicable	1		0		185	
No Response	2		6		455	



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

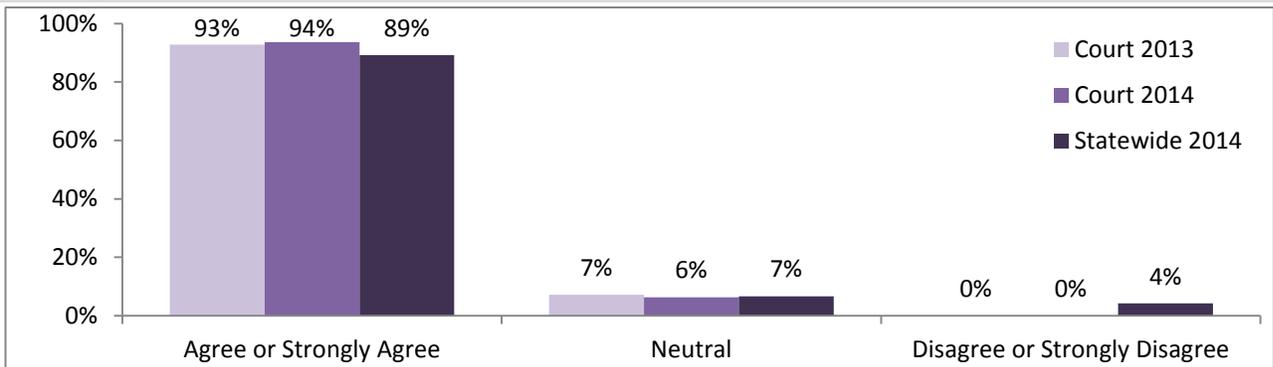
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	50	58%	28	47%	6,476	56%
4 Agree	20	23%	19	32%	3,072	26%
3 Neutral	10	12%	11	19%	1,229	11%
2 Disagree	1	1%	1	2%	387	3%
1 Strongly Disagree	5	6%	0	0%	456	4%
Total Responses	86		59		11,620	
Score		4.3		4.3		4.3
NA - Not Applicable	21		27		2,776	
No Response	69		48		4,510	



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

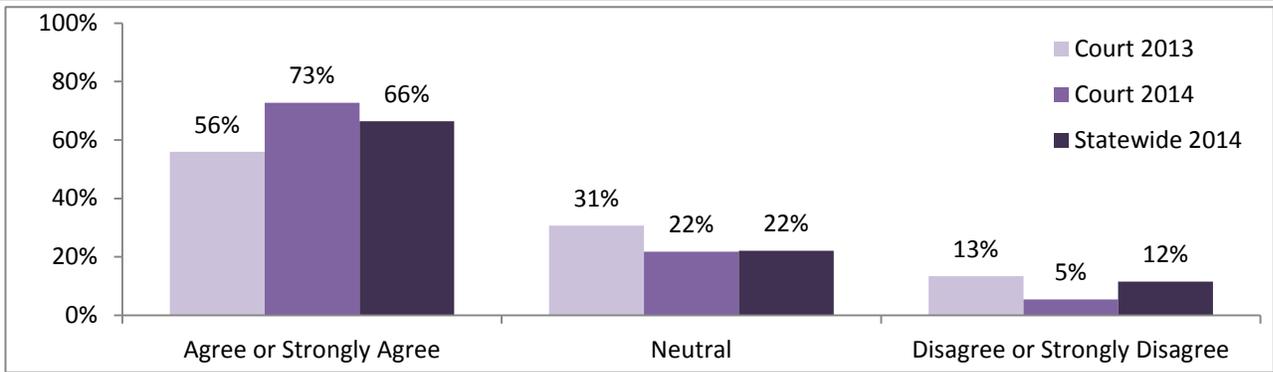
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	69%	42	67%	7,452	65%
4 Agree	20	24%	17	27%	2,758	24%
3 Neutral	6	7%	4	6%	762	7%
2 Disagree	0	0%	0	0%	194	2%
1 Strongly Disagree	0	0%	0	0%	286	2%
Total Responses	83		63		11,452	
Score		4.6		4.6		4.5
NA - Not Applicable	25		24		2,751	
No Response	68		47		4,703	



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

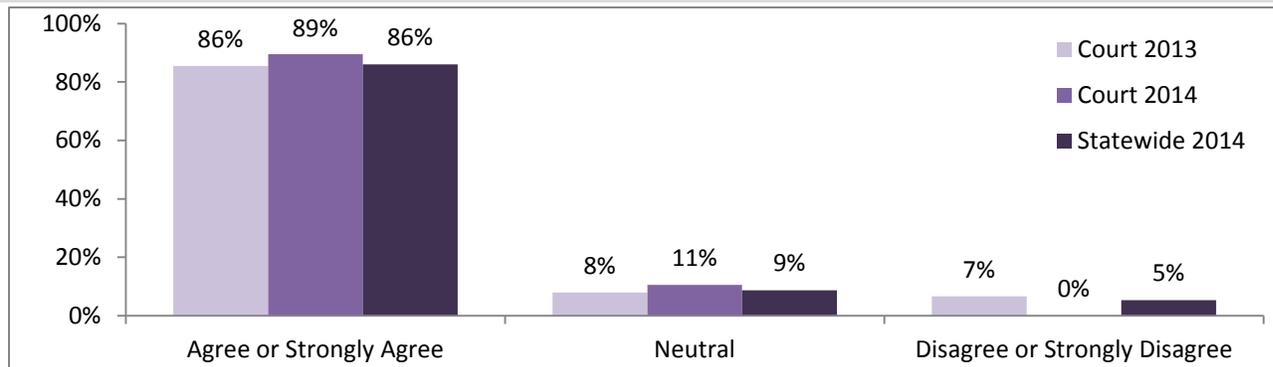
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	25	33%	28	51%	4,056	44%
4 Agree	17	23%	12	22%	2,001	22%
3 Neutral	23	31%	12	22%	2,013	22%
2 Disagree	2	3%	3	5%	485	5%
1 Strongly Disagree	8	11%	0	0%	568	6%
Total Responses	75		55		9,123	
Score		3.7		4.2		3.9
NA - Not Applicable	32		27		3,741	
No Response	69		52		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	48	63%	31	54%	5,653	58%
4 Agree	17	22%	20	35%	2,660	28%
3 Neutral	6	8%	6	11%	839	9%
2 Disagree	2	3%	0	0%	207	2%
1 Strongly Disagree	3	4%	0	0%	307	3%
Total Responses	76		57		9,666	
Score		4.4		4.4		4.4
NA - Not Applicable	31		23		3,197	
No Response	69		54		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	11	8%	1,256	7%
Civil matter	10	7%	2,063	11%
Criminal/probation	47	35%	3,852	21%
Divorce/custody/support	3	2%	2,575	14%
Drug/sobriety court	5	4%	823	5%
Estate/trust	1	1%	601	3%
File papers	4	3%	879	5%
Get information	4	3%	714	4%
Guardianship/conservatorship	1	1%	1,200	7%
Juvenile delinquency	2	1%	592	3%
Make a payment	30	22%	830	5%
PPO	2	1%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	11	8%	1,658	9%
Other	13	10%	2,454	13%
Number of Respondents	134		18,198	
No Response	5		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	71	53%	8,416	47%
Agency Worker	6	4%	944	5%
Attorney/prosecutor	7	5%	2,875	16%
Family/friend of party to case	16	12%	2,880	16%
Juror	13	10%	531	3%
Witness	1	1%	340	2%
Other	11	8%	2,406	13%
Number of Respondents	134		17,914	
No Response	9		992	

Branch County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	71	53%	9,116	49%
Female	61	46%	8,643	47%
American Indian / Alaska Nat.	4	3%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	8	6%	548	3%
White/Caucasian	85	63%	9,568	52%
Other	1	1%	288	2%
Number of Respondents	134		18,501	
No Response	0		405	