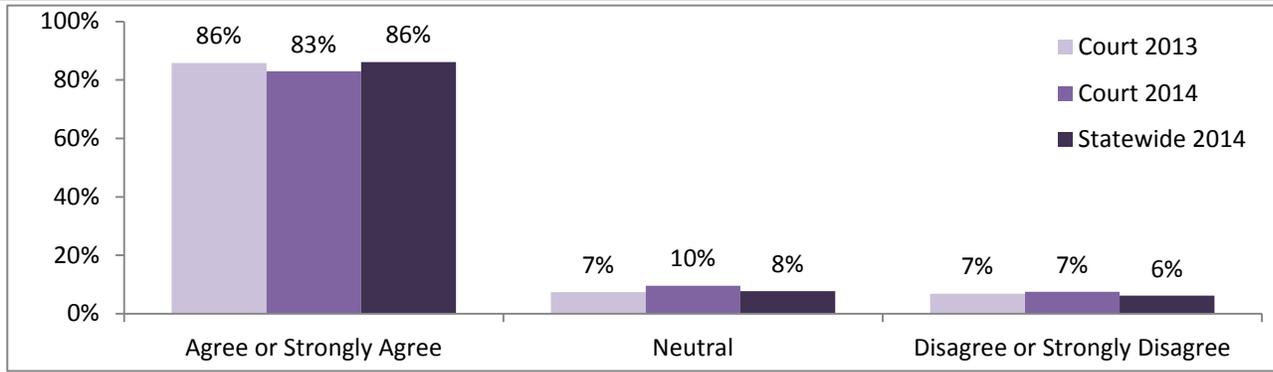


Questions 1 and 2 were directed to all respondents.

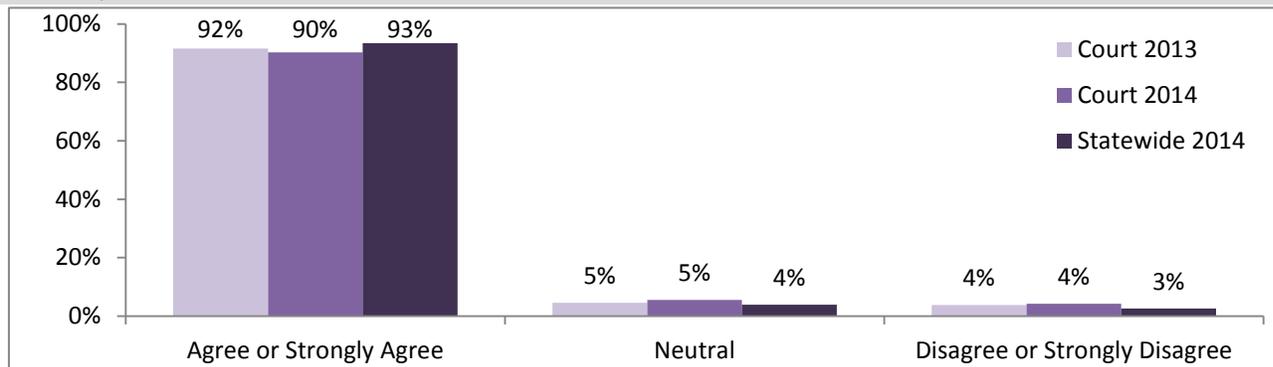
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	259	59%	275	59%	10,542	58%
4 Agree	115	26%	114	24%	5,044	28%
3 Neutral	32	7%	45	10%	1,394	8%
2 Disagree	16	4%	17	4%	563	3%
1 Strongly Disagree	14	3%	18	4%	550	3%
Total Responses	436		469		18,093	
Score		4.4		4.3		4.4
NA - Not Applicable	9		10		496	
No Response	5		10		317	



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

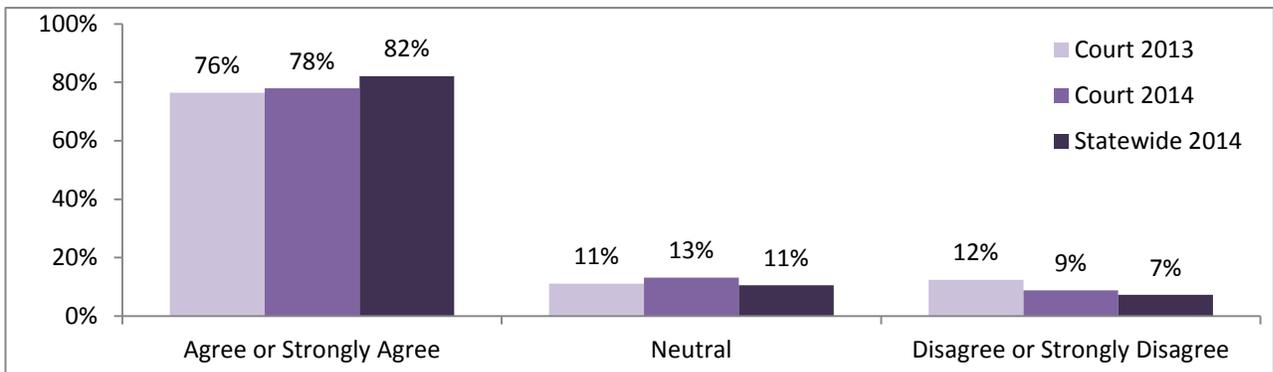
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	306	69%	330	70%	12,932	71%
4 Agree	99	22%	97	21%	4,133	23%
3 Neutral	20	5%	26	5%	719	4%
2 Disagree	10	2%	8	2%	244	1%
1 Strongly Disagree	7	2%	12	3%	238	1%
Total Responses	442		473		18,266	
Score		4.6		4.5		4.6
NA - Not Applicable	3		5		185	
No Response	5		11		455	



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

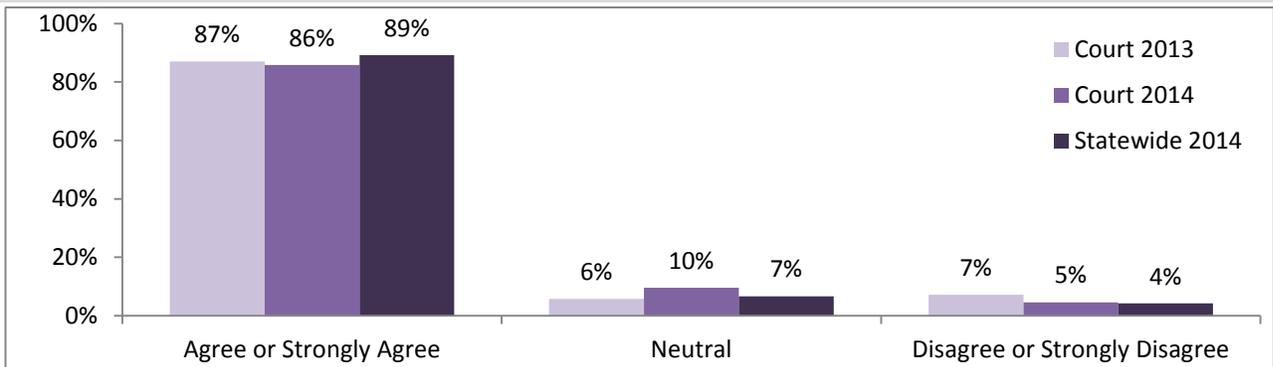
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	155	52%	155	53%	6,476	56%
4 Agree	72	24%	75	25%	3,072	26%
3 Neutral	33	11%	39	13%	1,229	11%
2 Disagree	17	6%	13	4%	387	3%
1 Strongly Disagree	20	7%	13	4%	456	4%
Total Responses	297		295		11,620	
Score	4.1		4.2		4.3	
NA - Not Applicable	49		68		2,776	
No Response	104		126		4,510	



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

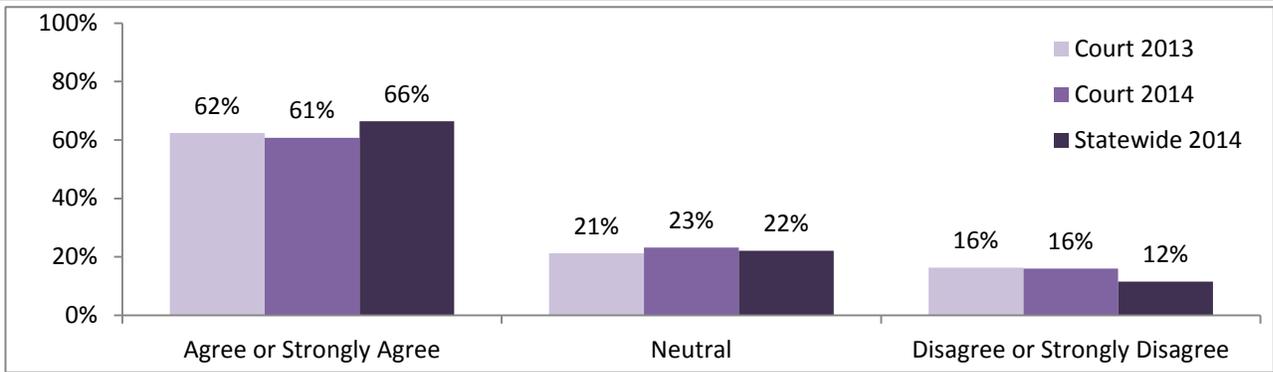
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	164	59%	172	61%	7,452	65%
4 Agree	77	28%	70	25%	2,758	24%
3 Neutral	16	6%	27	10%	762	7%
2 Disagree	12	4%	7	2%	194	2%
1 Strongly Disagree	8	3%	6	2%	286	2%
Total Responses	277		282		11,452	
Score	4.4		4.4		4.5	
NA - Not Applicable	61		77		2,751	
No Response	112		130		4,703	



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

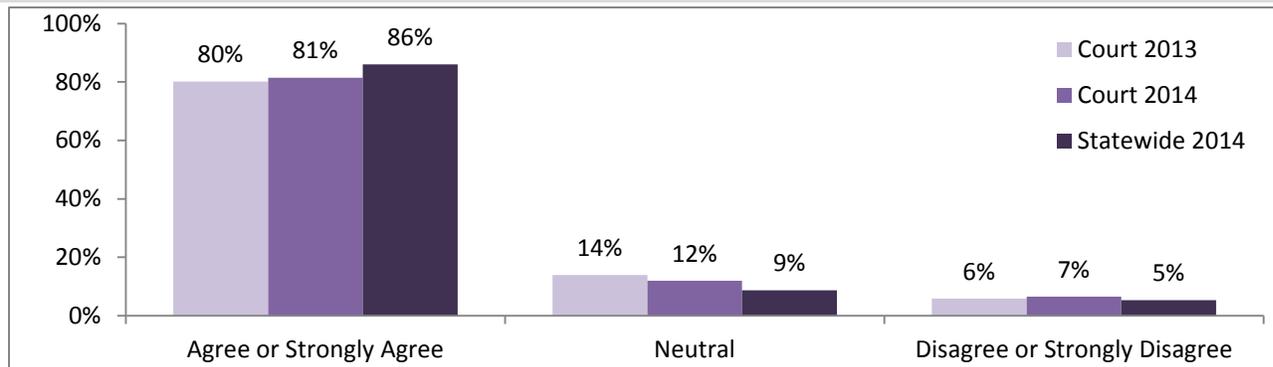
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	93	42%	109	44%	4,056	44%
4 Agree	45	20%	43	17%	2,001	22%
3 Neutral	47	21%	58	23%	2,013	22%
2 Disagree	13	6%	20	8%	485	5%
1 Strongly Disagree	23	10%	20	8%	568	6%
Total Responses	221		250		9,123	
Score		3.8		3.8		3.9
NA - Not Applicable	83		90		3,741	
No Response	146		149		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	119	50%	147	57%	5,653	58%
4 Agree	71	30%	64	25%	2,660	28%
3 Neutral	33	14%	31	12%	839	9%
2 Disagree	2	1%	7	3%	207	2%
1 Strongly Disagree	12	5%	10	4%	307	3%
Total Responses	237		259		9,666	
Score		4.2		4.3		4.4
NA - Not Applicable	74		80		3,197	
No Response	139		150		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	14	3%	1,256	7%
Civil matter	71	15%	2,063	11%
Criminal/probation	76	16%	3,852	21%
Divorce/custody/support	72	15%	2,575	14%
Drug/sobriety court	26	5%	823	5%
Estate/trust	9	2%	601	3%
File papers	31	6%	879	5%
Get information	24	5%	714	4%
Guardianship/conservatorship	22	4%	1,200	7%
Juvenile delinquency	17	3%	592	3%
Make a payment	20	4%	830	5%
PPO	14	3%	358	2%
Small claims	12	2%	352	2%
Traffic/Ticket	50	10%	1,658	9%
Other	80	16%	2,454	13%
Number of Respondents	489		18,198	
No Response	17		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	257	53%	8,416	47%
Agency Worker	11	2%	944	5%
Attorney/prosecutor	50	10%	2,875	16%
Family/friend of party to case	83	17%	2,880	16%
Juror	2	0%	531	3%
Witness	8	2%	340	2%
Other	57	12%	2,406	13%
Number of Respondents	489		17,914	
No Response	33		992	

Calhoun County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	216	44%	9,116	49%
Female	246	50%	8,643	47%
American Indian / Alaska Nat.	7	1%	409	2%
Asian	2	0%	123	1%
Multiracial/biracial	9	2%	224	1%
Black/African American	60	12%	1,556	8%
Hispanic/Latino	15	3%	548	3%
White/Caucasian	213	44%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	489		18,501	
No Response	15		405	