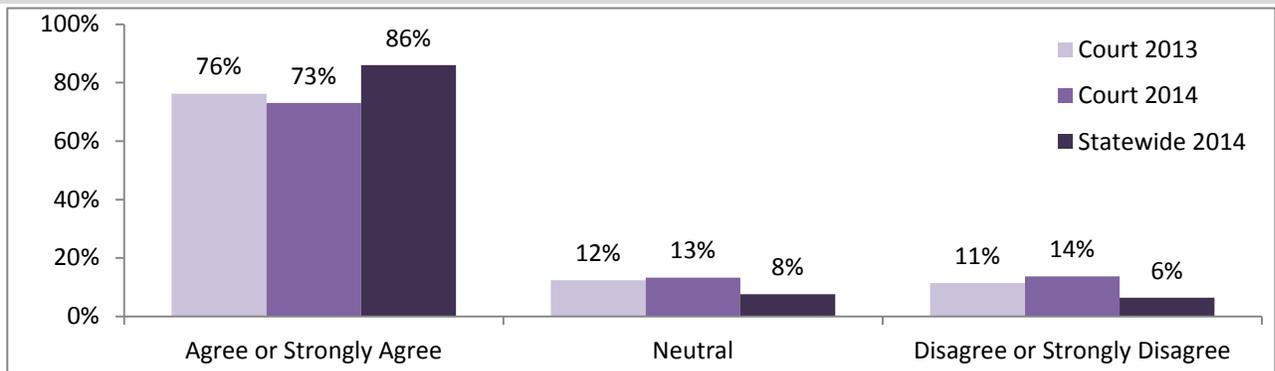


**Questions 1 and 2 were directed to all respondents.**

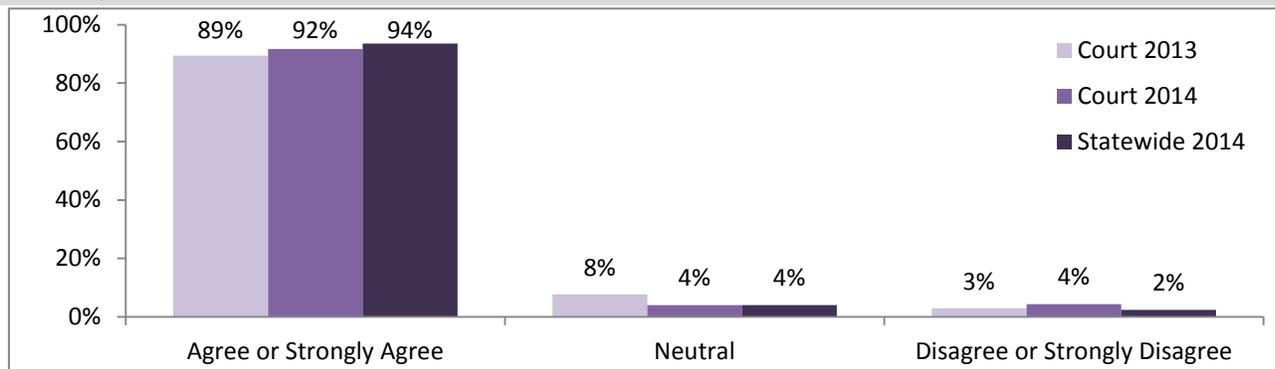
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	48	46%	112	44%	4,614	61%
4 Agree	32	30%	75	29%	1,901	25%
3 Neutral	13	12%	34	13%	574	8%
2 Disagree	6	6%	14	5%	229	3%
1 Strongly Disagree	6	6%	21	8%	254	3%
Total Responses	105		256		7,572	
Score		4.0		3.9		4.4
NA - Not Applicable	2		13		185	
No Response	2		14		198	



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

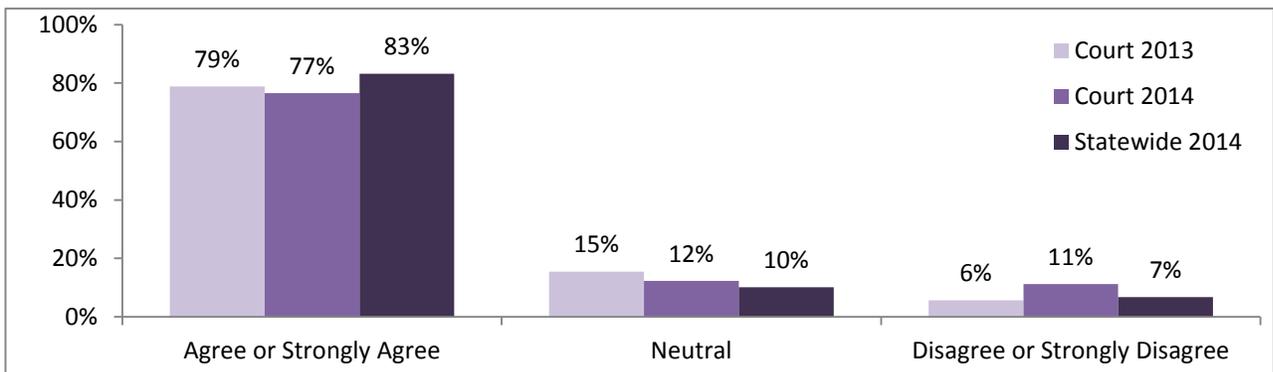
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	65	63%	185	67%	5,595	73%
4 Agree	28	27%	68	25%	1,549	20%
3 Neutral	8	8%	11	4%	310	4%
2 Disagree	1	1%	7	3%	87	1%
1 Strongly Disagree	2	2%	5	2%	99	1%
Total Responses	104		276		7,640	
Score		4.5		4.5		4.6
NA - Not Applicable	2		1		64	
No Response	3		6		251	



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

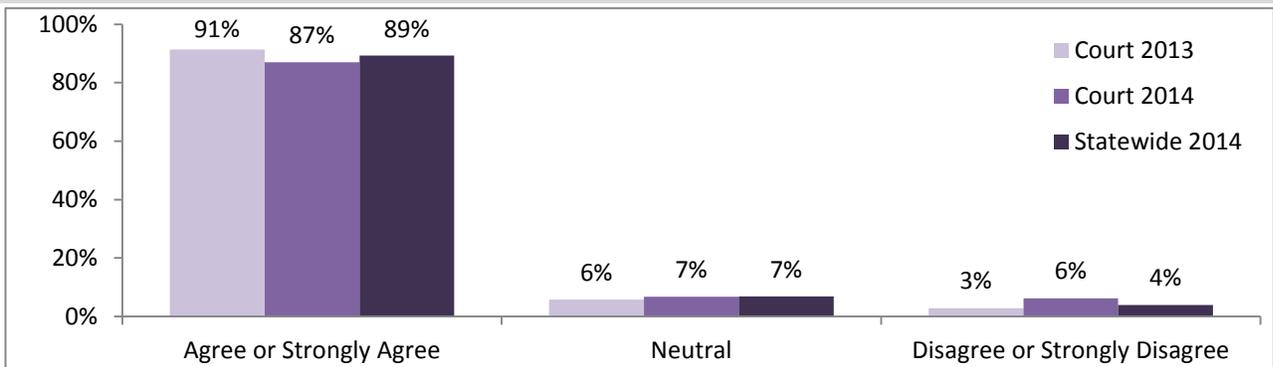
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	29	41%	82	46%	2,915	58%
4 Agree	27	38%	55	31%	1,256	25%
3 Neutral	11	15%	22	12%	508	10%
2 Disagree	1	1%	11	6%	162	3%
1 Strongly Disagree	3	4%	9	5%	174	3%
Total Responses	71		179		5,015	
Score		4.1		4.1		4.3
NA - Not Applicable	7		32		1,060	
No Response	31		72		1,880	



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

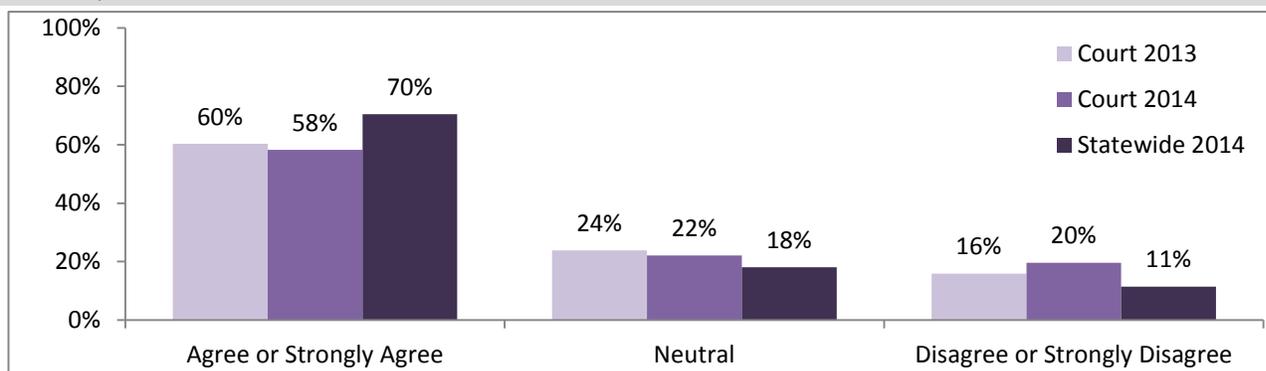
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	36	51%	94	53%	3,259	67%
4 Agree	28	40%	60	34%	1,109	23%
3 Neutral	4	6%	12	7%	336	7%
2 Disagree	2	3%	5	3%	91	2%
1 Strongly Disagree	0	0%	6	3%	98	2%
Total Responses	70		177		4,893	
Score		4.4		4.3		4.5
NA - Not Applicable	8		31		1,097	
No Response	31		75		1,965	



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

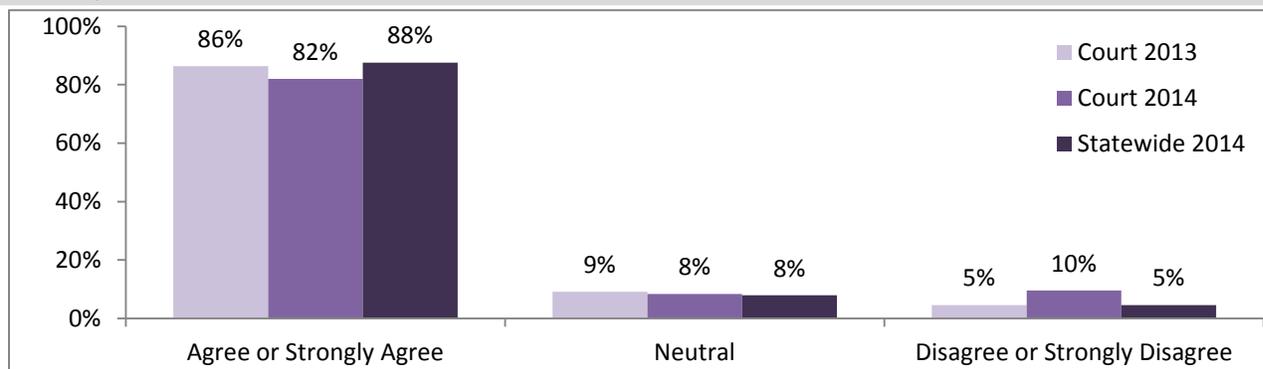
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	19	30%	54	34%	2,048	47%
4 Agree	19	30%	38	24%	999	23%
3 Neutral	15	24%	35	22%	783	18%
2 Disagree	4	6%	12	8%	242	6%
1 Strongly Disagree	6	10%	19	12%	253	6%
Total Responses	63		158		4,325	
Score		3.7		3.6		4.0
NA - Not Applicable	14		36		1,313	
No Response	32		89		2,317	



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

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	29	44%	71	46%	2,750	61%
4 Agree	28	42%	57	37%	1,182	26%
3 Neutral	6	9%	13	8%	354	8%
2 Disagree	1	2%	5	3%	81	2%
1 Strongly Disagree	2	3%	10	6%	123	3%
Total Responses	66		156		4,490	
Score		4.2		4.1		4.4
NA - Not Applicable	11		34		1,137	
No Response	32		93		2,328	



16th District Court

**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		3rd Class Courts Statewide 2014	
Child protective	0	0%	1	0%
Civil matter	34	12%	1,467	19%
Criminal/probation	52	18%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	7	2%	404	5%
Estate/trust	0	0%	0	0%
File papers	2	1%	149	2%
Get information	2	1%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	11	4%	464	6%
PPO	0	0%	0	0%
Small claims	2	1%	171	2%
Traffic/Ticket	147	52%	2,693	35%
Other	19	7%	672	9%
Number of Respondents	283		7,679	
No Response	25		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	169	60%	4,580	62%
Agency Worker	1	0%	164	2%
Attorney/prosecutor	31	11%	903	12%
Family/friend of party to case	23	8%	791	11%
Juror	28	10%	188	3%
Witness	5	2%	196	3%
Other	12	4%	713	10%
Number of Respondents	283		7,402	
No Response	16		553	

16th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	142	50%	4,217	54%
Female	123	43%	3,262	42%
American Indian / Alaska Nat.	6	2%	151	2%
Asian	9	3%	111	1%
Multiracial/biracial	4	1%	153	2%
Black/African American	45	16%	1,367	18%
Hispanic/Latino	1	0%	246	3%
White/Caucasian	154	54%	3,004	39%
Other	8	3%	199	3%
Number of Respondents	283		7,785	
No Response	9		170	