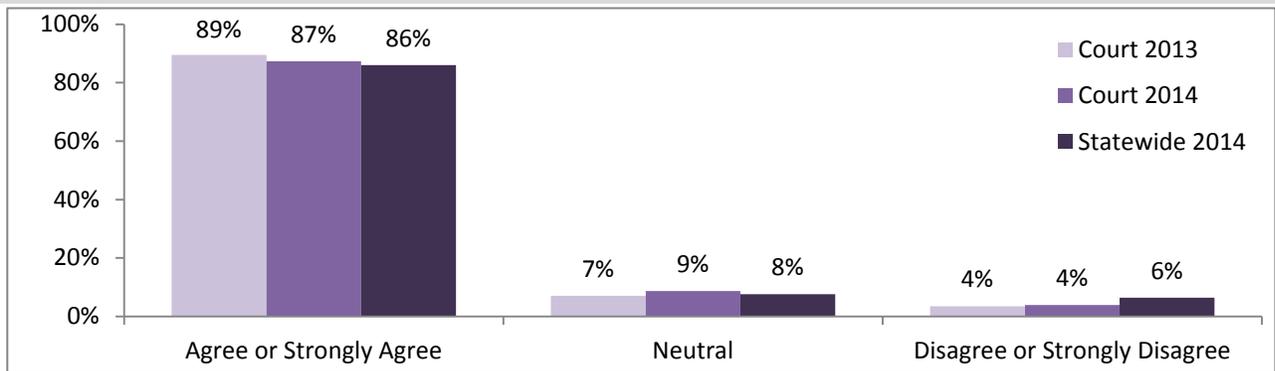


Questions 1 and 2 were directed to all respondents.

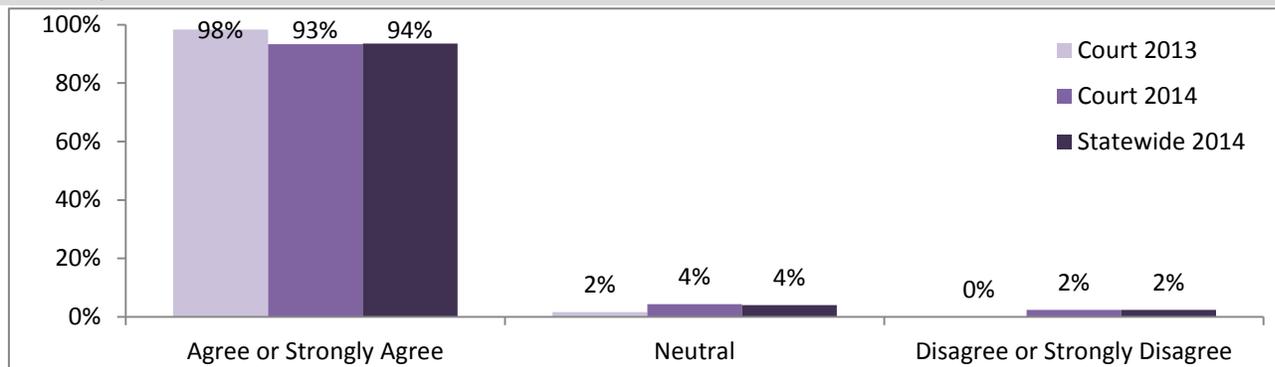
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	32	56%	123	60%	4,614	61%
4 Agree	19	33%	57	28%	1,901	25%
3 Neutral	4	7%	18	9%	574	8%
2 Disagree	1	2%	1	0%	229	3%
1 Strongly Disagree	1	2%	7	3%	254	3%
Total Responses	57		206		7,572	
Score		4.4		4.4		4.4
NA - Not Applicable	2		7		185	
No Response	2		8		198	



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

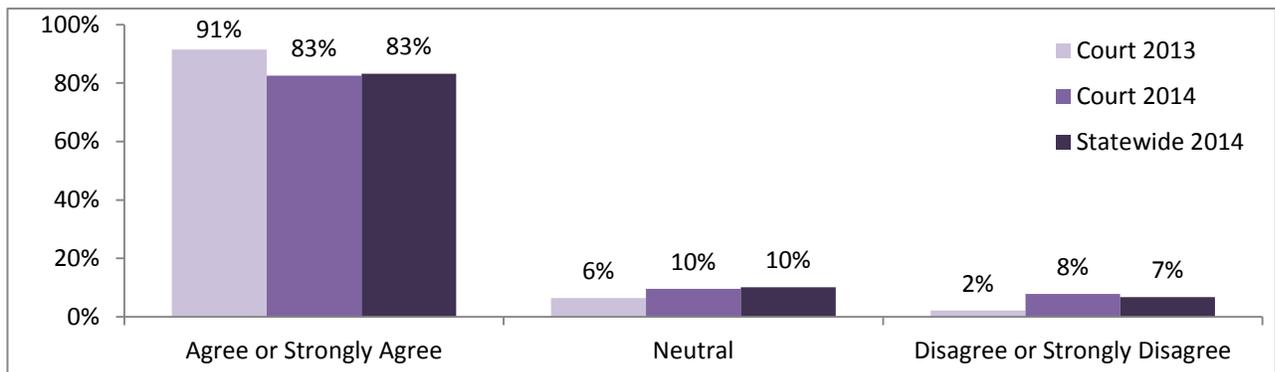
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	48	80%	151	72%	5,595	73%
4 Agree	11	18%	44	21%	1,549	20%
3 Neutral	1	2%	9	4%	310	4%
2 Disagree	0	0%	1	0%	87	1%
1 Strongly Disagree	0	0%	4	2%	99	1%
Total Responses	60		209		7,640	
Score		4.8		4.6		4.6
NA - Not Applicable	0		2		64	
No Response	1		10		251	



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

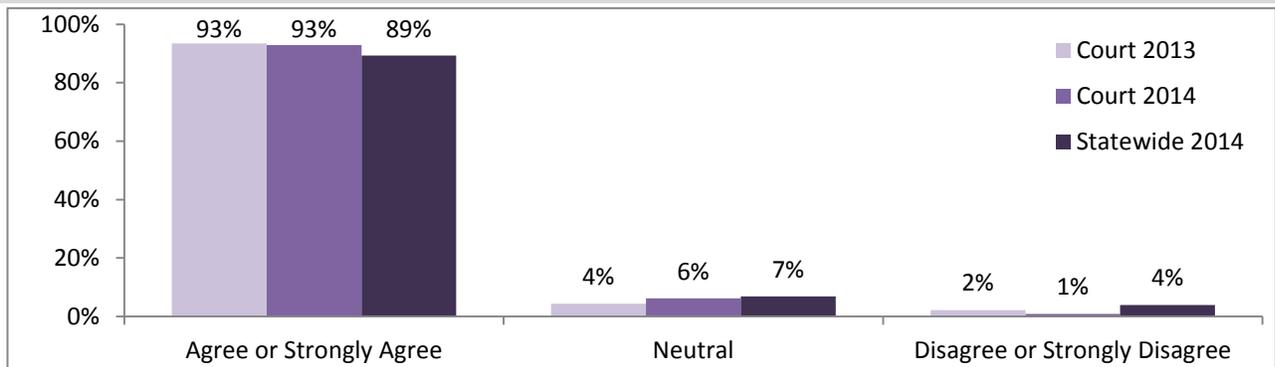
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	31	66%	63	55%	2,915	58%
4 Agree	12	26%	32	28%	1,256	25%
3 Neutral	3	6%	11	10%	508	10%
2 Disagree	0	0%	5	4%	162	3%
1 Strongly Disagree	1	2%	4	3%	174	3%
Total Responses	47		115		5,015	
Score		4.5		4.3		4.3
NA - Not Applicable	6		44		1,060	
No Response	8		62		1,880	



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

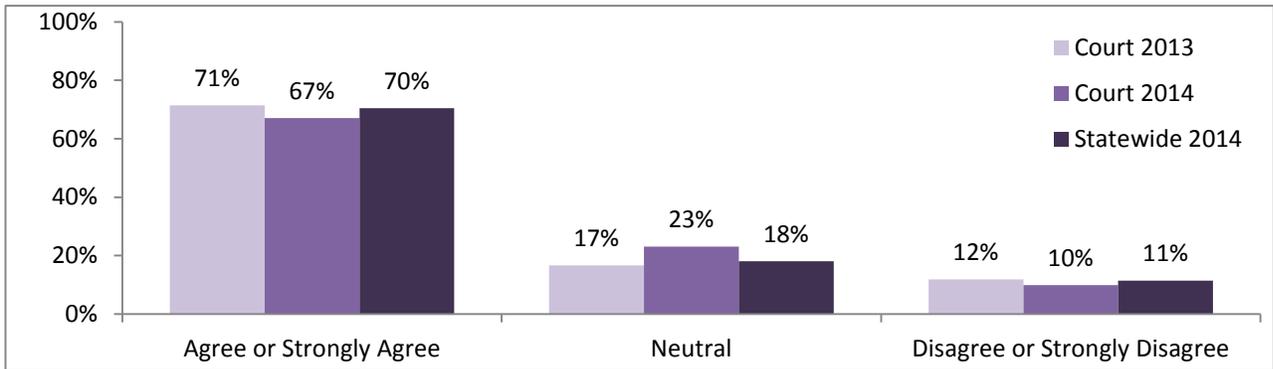
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	33	72%	78	69%	3,259	67%
4 Agree	10	22%	27	24%	1,109	23%
3 Neutral	2	4%	7	6%	336	7%
2 Disagree	1	2%	1	1%	91	2%
1 Strongly Disagree	0	0%	0	0%	98	2%
Total Responses	46		113		4,893	
Score		4.6		4.6		4.5
NA - Not Applicable	6		46		1,097	
No Response	9		62		1,965	



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

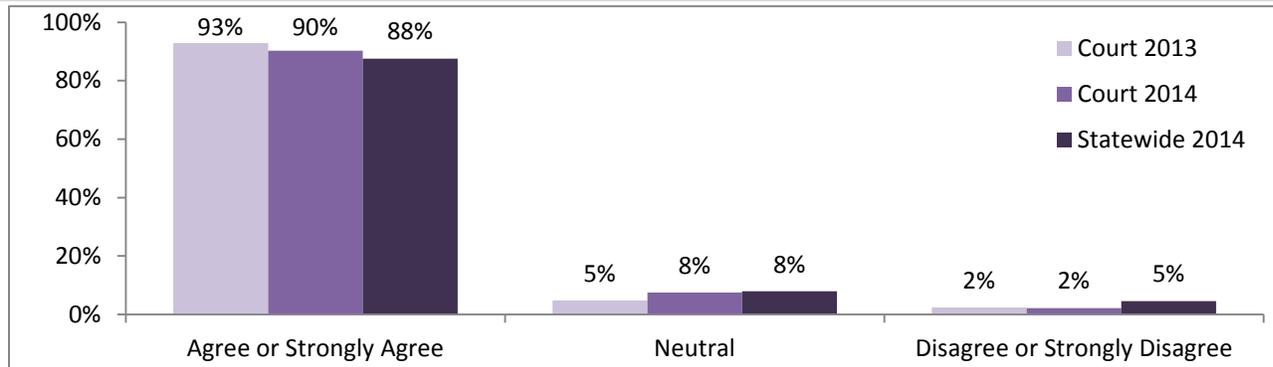
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	20	48%	39	43%	2,048	47%
4 Agree	10	24%	22	24%	999	23%
3 Neutral	7	17%	21	23%	783	18%
2 Disagree	1	2%	2	2%	242	6%
1 Strongly Disagree	4	10%	7	8%	253	6%
Total Responses	42		91		4,325	
Score		4.0		3.9		4.0
NA - Not Applicable	6		58		1,313	
No Response	13		72		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	28	67%	54	58%	2,750	61%
4 Agree	11	26%	30	32%	1,182	26%
3 Neutral	2	5%	7	8%	354	8%
2 Disagree	1	2%	0	0%	81	2%
1 Strongly Disagree	0	0%	2	2%	123	3%
Total Responses	42		93		4,490	
Score		4.6		4.4		4.4
NA - Not Applicable	6		57		1,137	
No Response	13		71		2,328	



17th 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	46	21%	1,467	19%
Criminal/probation	42	19%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	8	4%	404	5%
Estate/trust	0	0%	0	0%
File papers	4	2%	149	2%
Get information	6	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	19	9%	464	6%
PPO	0	0%	0	0%
Small claims	4	2%	171	2%
Traffic/Ticket	76	34%	2,693	35%
Other	28	13%	672	9%
Number of Respondents	221		7,679	
No Response	9		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	119	54%	4,580	62%
Agency Worker	2	1%	164	2%
Attorney/prosecutor	15	7%	903	12%
Family/friend of party to case	32	14%	791	11%
Juror	0	0%	188	3%
Witness	7	3%	196	3%
Other	26	12%	713	10%
Number of Respondents	221		7,402	
No Response	26		553	

17th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	113	51%	4,217	54%
Female	87	39%	3,262	42%
American Indian / Alaska Nat.	5	2%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	7	3%	153	2%
Black/African American	73	33%	1,367	18%
Hispanic/Latino	7	3%	246	3%
White/Caucasian	65	29%	3,004	39%
Other	4	2%	199	3%
Number of Respondents	221		7,785	
No Response	10		170	