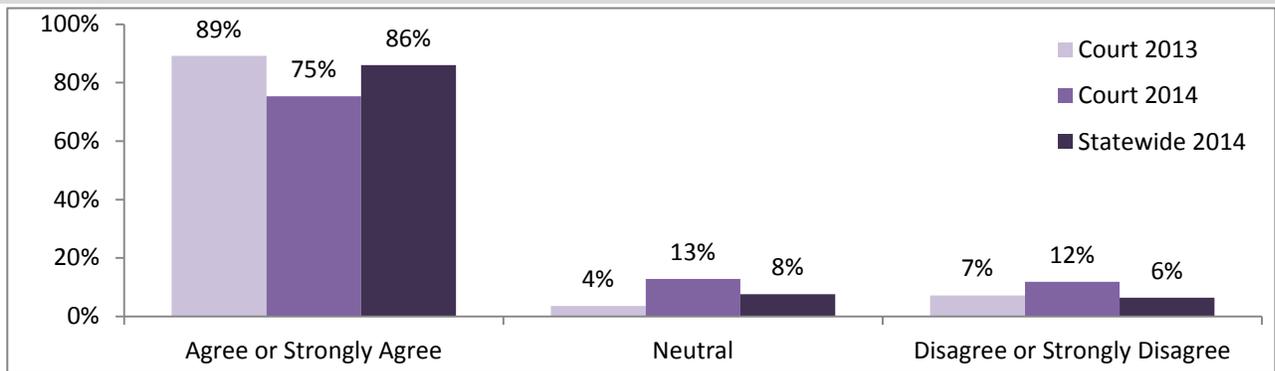


Questions 1 and 2 were directed to all respondents.

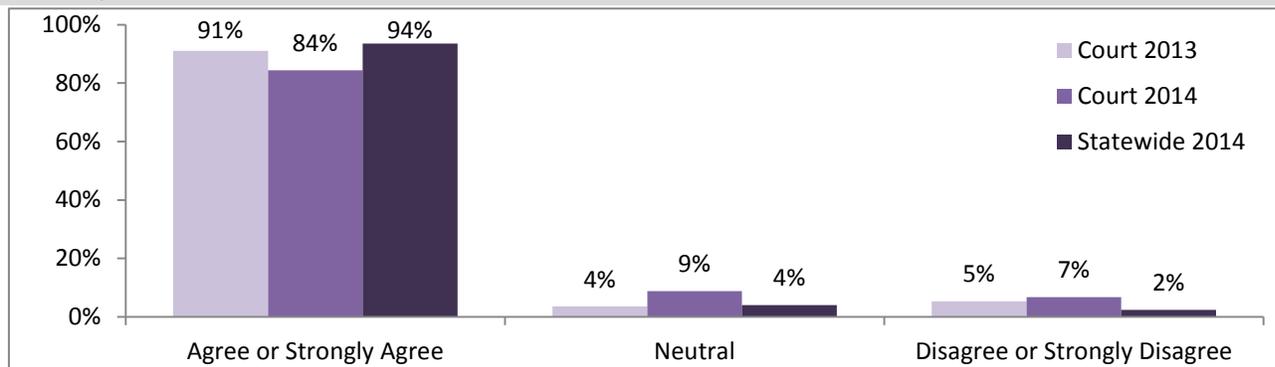
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	110	66%	94	46%	4,614	61%
4 Agree	38	23%	59	29%	1,901	25%
3 Neutral	6	4%	26	13%	574	8%
2 Disagree	7	4%	12	6%	229	3%
1 Strongly Disagree	5	3%	12	6%	254	3%
Total Responses	166		203		7,572	
Score		4.5		4.0		4.4
NA - Not Applicable	5		1		185	
No Response	2		4		198	



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

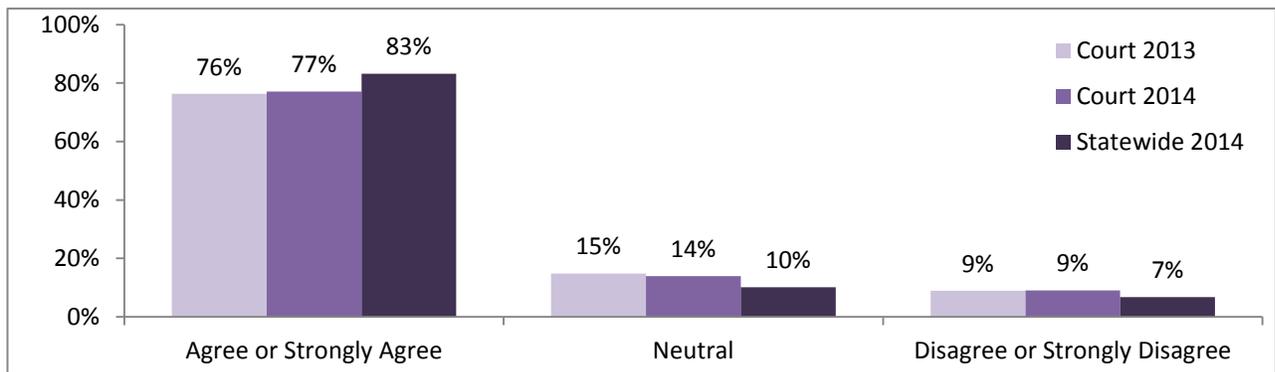
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	120	71%	108	56%	5,595	73%
4 Agree	33	20%	54	28%	1,549	20%
3 Neutral	6	4%	17	9%	310	4%
2 Disagree	4	2%	7	4%	87	1%
1 Strongly Disagree	5	3%	6	3%	99	1%
Total Responses	168		192		7,640	
Score		4.5		4.3		4.6
NA - Not Applicable	2		5		64	
No Response	3		11		251	



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

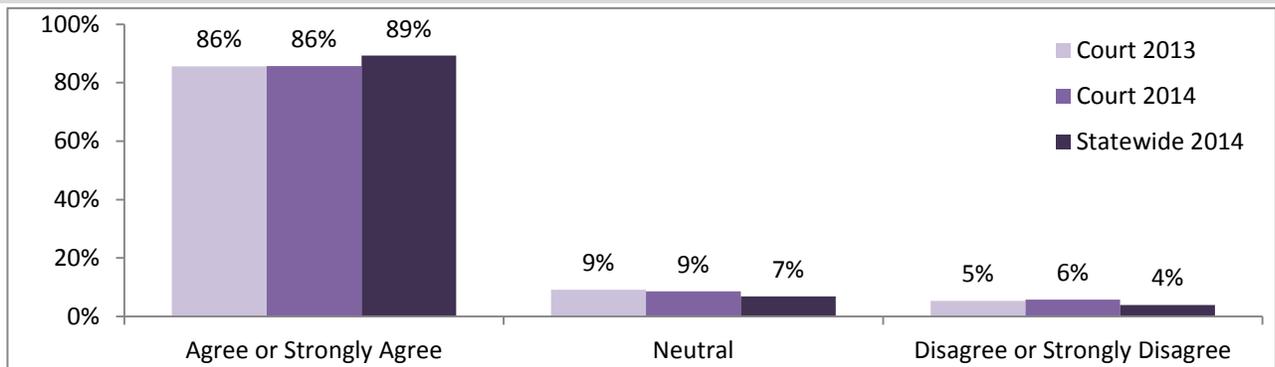
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	71	53%	71	49%	2,915	58%
4 Agree	32	24%	40	28%	1,256	25%
3 Neutral	20	15%	20	14%	508	10%
2 Disagree	8	6%	6	4%	162	3%
1 Strongly Disagree	4	3%	7	5%	174	3%
Total Responses	135		144		5,015	
Score		4.2		4.1		4.3
NA - Not Applicable	12		26		1,060	
No Response	26		38		1,880	



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

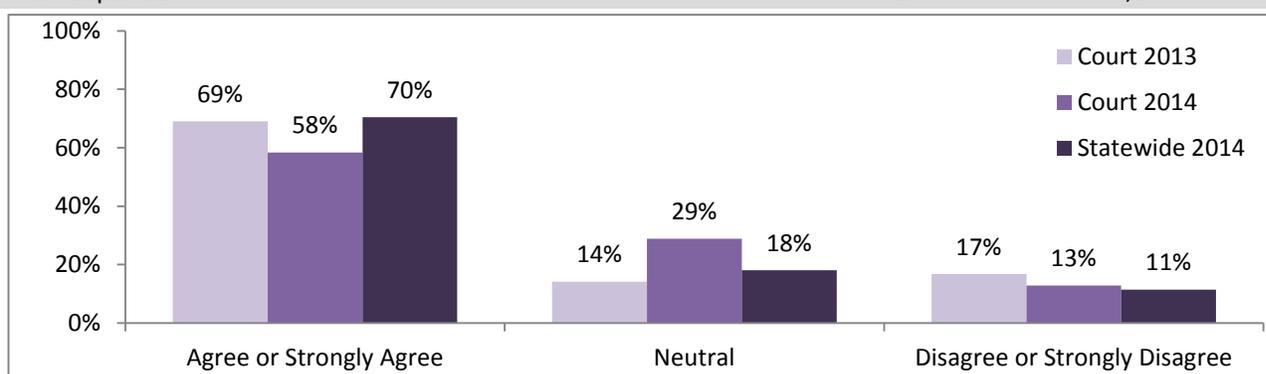
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	83	63%	86	61%	3,259	67%
4 Agree	30	23%	34	24%	1,109	23%
3 Neutral	12	9%	12	9%	336	7%
2 Disagree	4	3%	2	1%	91	2%
1 Strongly Disagree	3	2%	6	4%	98	2%
Total Responses	132		140		4,893	
Score		4.4		4.4		4.5
NA - Not Applicable	11		27		1,097	
No Response	30		41		1,965	



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

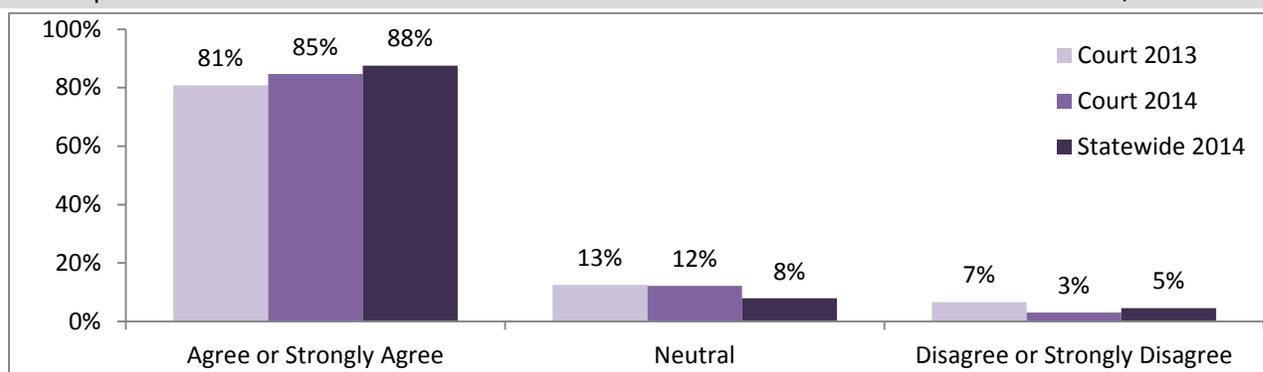
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	54	48%	44	35%	2,048	47%
4 Agree	24	21%	29	23%	999	23%
3 Neutral	16	14%	36	29%	783	18%
2 Disagree	6	5%	9	7%	242	6%
1 Strongly Disagree	13	12%	7	6%	253	6%
Total Responses	113		125		4,325	
Score		3.9		3.8		4.0
NA - Not Applicable	19		29		1,313	
No Response	41		54		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	73	61%	71	54%	2,750	61%
4 Agree	24	20%	40	31%	1,182	26%
3 Neutral	15	13%	16	12%	354	8%
2 Disagree	2	2%	0	0%	81	2%
1 Strongly Disagree	6	5%	4	3%	123	3%
Total Responses	120		131		4,490	
Score		4.3		4.3		4.4
NA - Not Applicable	11		23		1,137	
No Response	42		54		2,328	



18th 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	21	10%	1,467	19%
Criminal/probation	79	38%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	20	10%	404	5%
Estate/trust	0	0%	0	0%
File papers	3	1%	149	2%
Get information	2	1%	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	2	1%	171	2%
Traffic/Ticket	60	29%	2,693	35%
Other	12	6%	672	9%
Number of Respondents	208		7,679	
No Response	7		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	124	60%	4,580	62%
Agency Worker	3	1%	164	2%
Attorney/prosecutor	17	8%	903	12%
Family/friend of party to case	33	16%	791	11%
Juror	0	0%	188	3%
Witness	2	1%	196	3%
Other	17	8%	713	10%
Number of Respondents	208		7,402	
No Response	16		553	

18th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	95	46%	4,217	54%
Female	99	48%	3,262	42%
American Indian / Alaska Nat.	3	1%	151	2%
Asian	2	1%	111	1%
Multiracial/biracial	5	2%	153	2%
Black/African American	51	25%	1,367	18%
Hispanic/Latino	7	3%	246	3%
White/Caucasian	73	35%	3,004	39%
Other	2	1%	199	3%
Number of Respondents	208		7,785	
No Response	8		170	