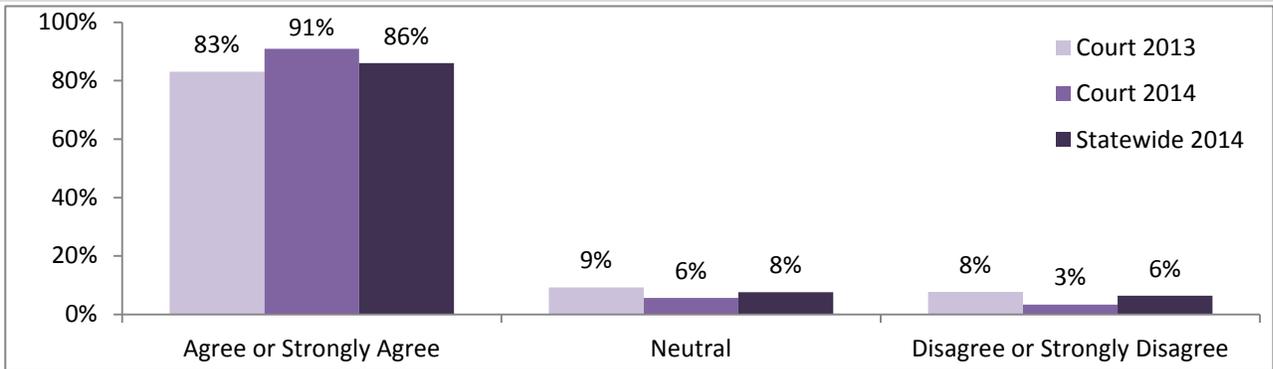


Questions 1 and 2 were directed to all respondents.

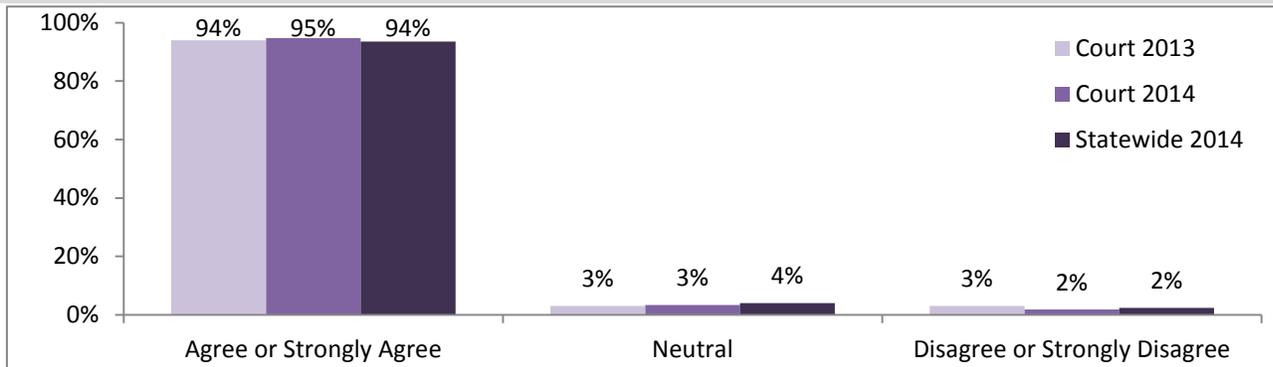
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	43	66%	159	60%	4,614	61%
4 Agree	11	17%	82	31%	1,901	25%
3 Neutral	6	9%	15	6%	574	8%
2 Disagree	2	3%	6	2%	229	3%
1 Strongly Disagree	3	5%	3	1%	254	3%
Total Responses	65		265		7,572	
Score		4.4		4.5		4.4
NA - Not Applicable	4		2		185	
No Response	0		1		198	



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

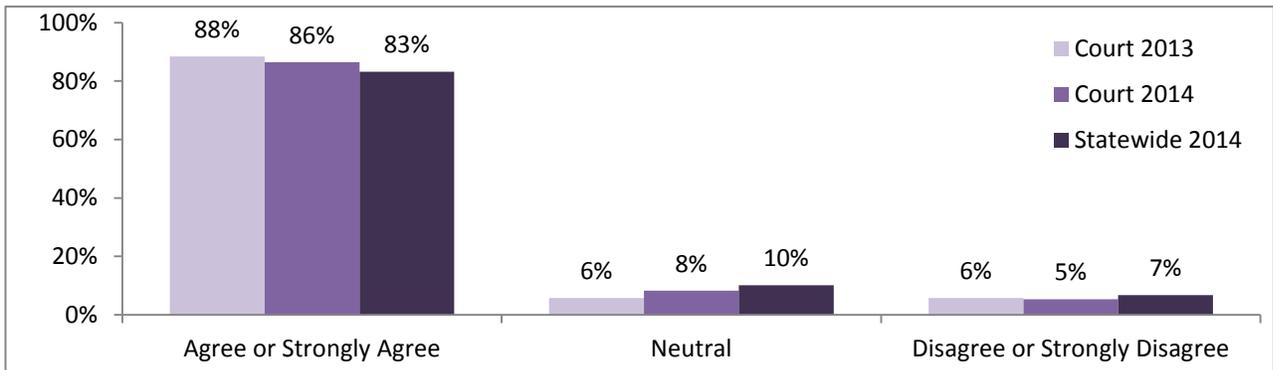
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	47	71%	188	71%	5,595	73%
4 Agree	15	23%	63	24%	1,549	20%
3 Neutral	2	3%	9	3%	310	4%
2 Disagree	2	3%	2	1%	87	1%
1 Strongly Disagree	0	0%	3	1%	99	1%
Total Responses	66		265		7,640	
Score		4.6		4.6		4.6
NA - Not Applicable	3		1		64	
No Response	0		2		251	



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

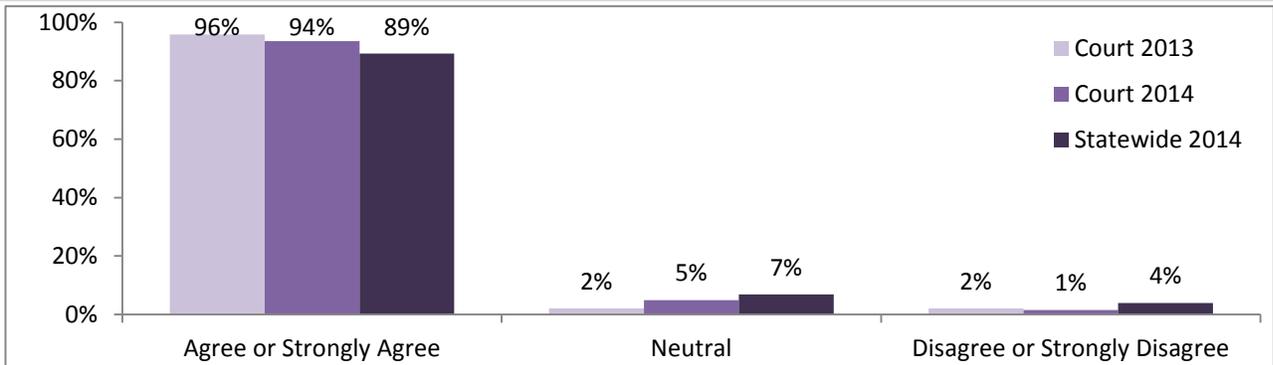
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	33	63%	120	58%	2,915	58%
4 Agree	13	25%	59	29%	1,256	25%
3 Neutral	3	6%	17	8%	508	10%
2 Disagree	3	6%	8	4%	162	3%
1 Strongly Disagree	0	0%	3	1%	174	3%
Total Responses	52		207		5,015	
Score		4.5		4.4		4.3
NA - Not Applicable	6		23		1,060	
No Response	11		38		1,880	



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

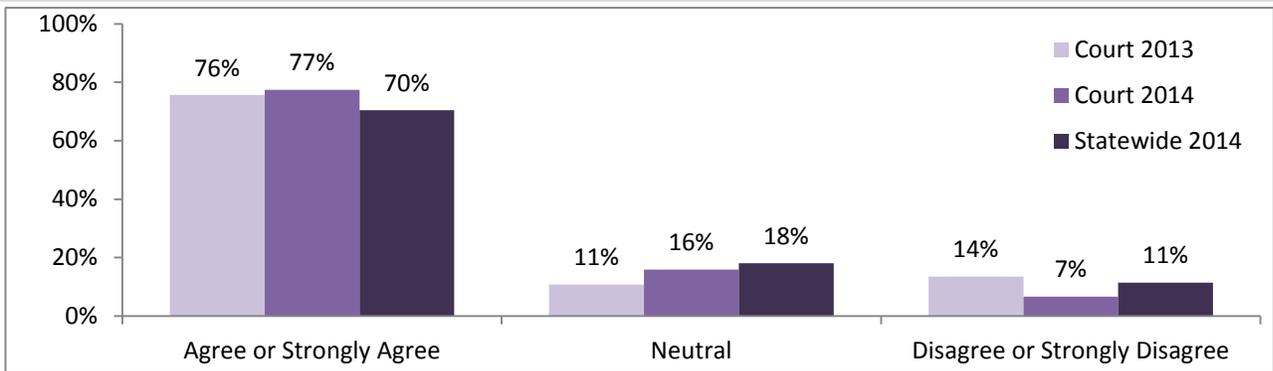
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	35	73%	133	66%	3,259	67%
4 Agree	11	23%	57	28%	1,109	23%
3 Neutral	1	2%	10	5%	336	7%
2 Disagree	0	0%	2	1%	91	2%
1 Strongly Disagree	1	2%	1	0%	98	2%
Total Responses	48		203		4,893	
Score		4.6		4.6		4.5
NA - Not Applicable	7		21		1,097	
No Response	14		44		1,965	



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

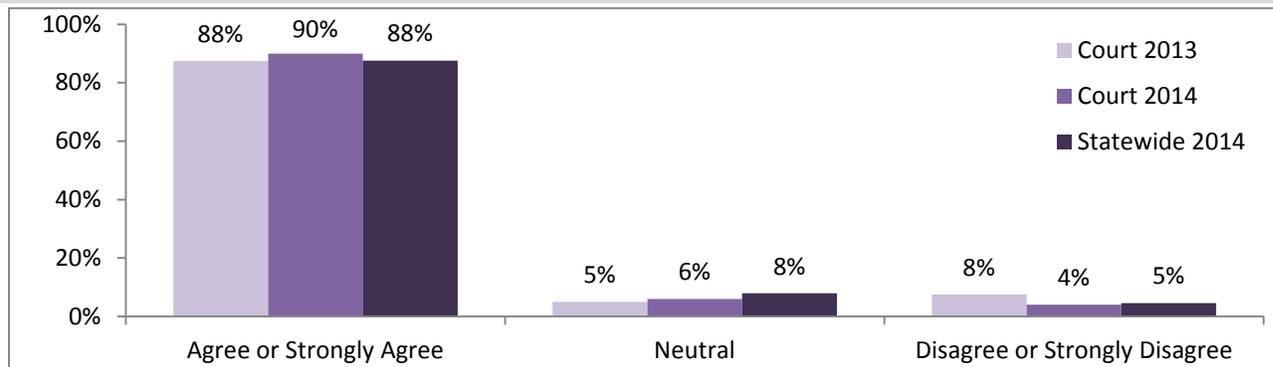
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	23	62%	97	50%	2,048	47%
4 Agree	5	14%	54	28%	999	23%
3 Neutral	4	11%	31	16%	783	18%
2 Disagree	4	11%	7	4%	242	6%
1 Strongly Disagree	1	3%	6	3%	253	6%
Total Responses	37		195		4,325	
Score		4.2		4.2		4.0
NA - Not Applicable	13		25		1,313	
No Response	19		48		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	27	68%	117	59%	2,750	61%
4 Agree	8	20%	63	32%	1,182	26%
3 Neutral	2	5%	12	6%	354	8%
2 Disagree	2	5%	3	2%	81	2%
1 Strongly Disagree	1	3%	5	3%	123	3%
Total Responses	40		200		4,490	
Score		4.5		4.4		4.4
NA - Not Applicable	10		22		1,137	
No Response	19		46		2,328	



20th 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	17%	1,467	19%
Criminal/probation	34	13%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	5	2%	404	5%
Estate/trust	0	0%	0	0%
File papers	6	2%	149	2%
Get information	5	2%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	15	6%	464	6%
PPO	0	0%	0	0%
Small claims	6	2%	171	2%
Traffic/Ticket	174	65%	2,693	35%
Other	3	1%	672	9%
Number of Respondents	268		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	199	74%	4,580	62%
Agency Worker	4	1%	164	2%
Attorney/prosecutor	15	6%	903	12%
Family/friend of party to case	12	4%	791	11%
Juror	5	2%	188	3%
Witness	20	7%	196	3%
Other	12	4%	713	10%
Number of Respondents	268		7,402	
No Response	6		553	

20th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	149	56%	4,217	54%
Female	114	43%	3,262	42%
American Indian / Alaska Nat.	4	1%	151	2%
Asian	4	1%	111	1%
Multiracial/biracial	4	1%	153	2%
Black/African American	42	16%	1,367	18%
Hispanic/Latino	17	6%	246	3%
White/Caucasian	97	36%	3,004	39%
Other	13	5%	199	3%
Number of Respondents	268		7,785	
No Response	1		170	