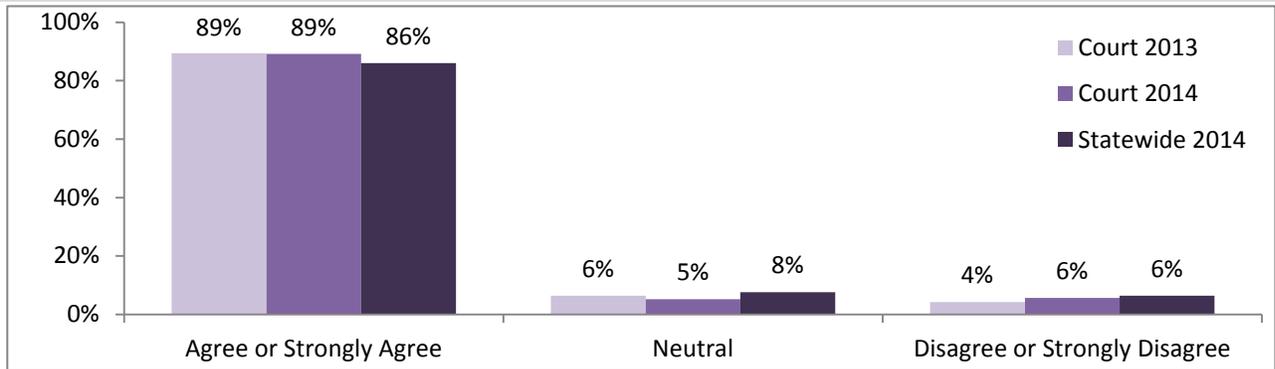


Questions 1 and 2 were directed to all respondents.

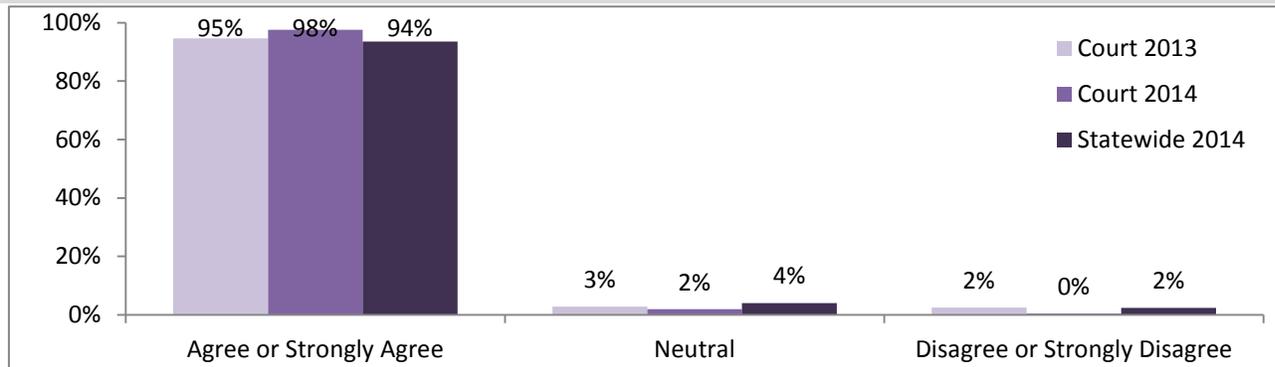
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	186	66%	148	70%	4,614	61%
4 Agree	67	24%	41	19%	1,901	25%
3 Neutral	18	6%	11	5%	574	8%
2 Disagree	7	2%	8	4%	229	3%
1 Strongly Disagree	5	2%	4	2%	254	3%
Total Responses	283		212		7,572	
Score		4.5		4.5		4.4
NA - Not Applicable	2		3		185	
No Response	1		1		198	



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

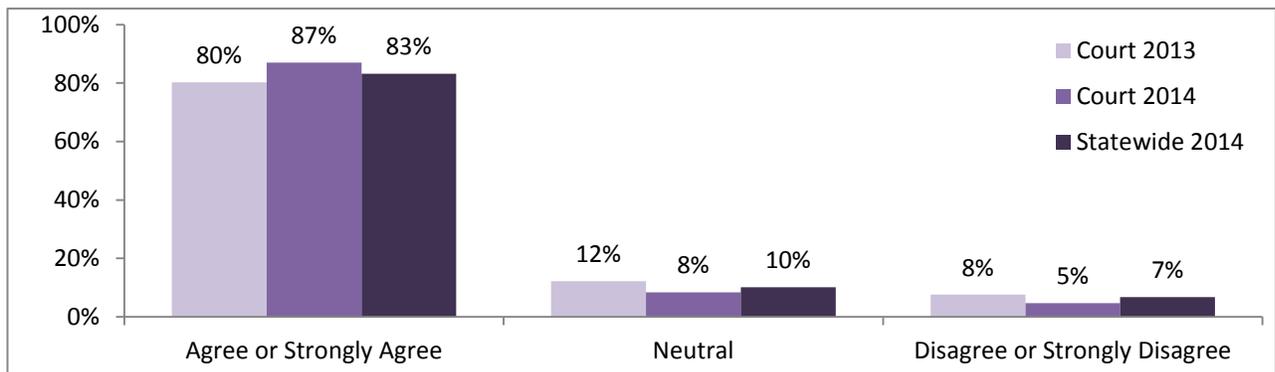
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	207	73%	179	85%	5,595	73%
4 Agree	60	21%	26	12%	1,549	20%
3 Neutral	8	3%	4	2%	310	4%
2 Disagree	5	2%	1	0%	87	1%
1 Strongly Disagree	2	1%	0	0%	99	1%
Total Responses	282		210		7,640	
Score		4.6		4.8		4.6
NA - Not Applicable	1		0		64	
No Response	3		6		251	



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

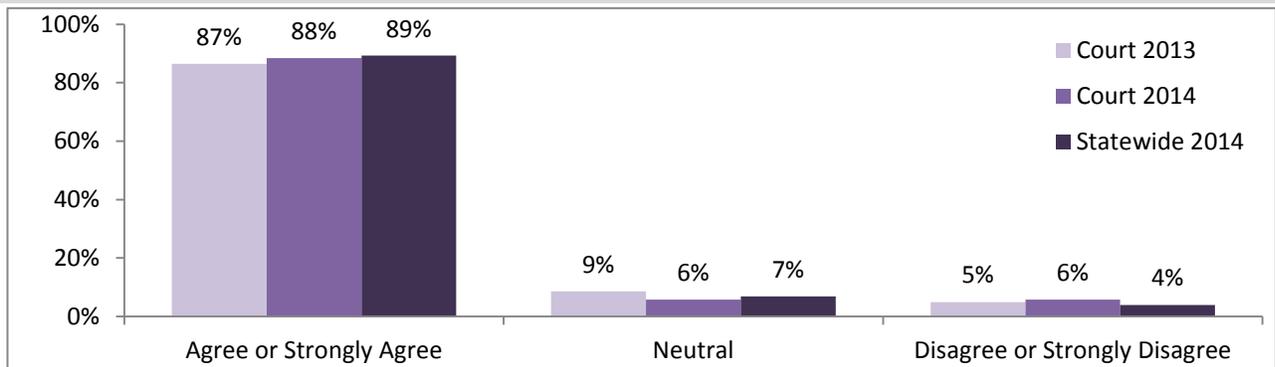
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	99	58%	76	70%	2,915	58%
4 Agree	39	23%	18	17%	1,256	25%
3 Neutral	21	12%	9	8%	508	10%
2 Disagree	9	5%	3	3%	162	3%
1 Strongly Disagree	4	2%	2	2%	174	3%
Total Responses	172		108		5,015	
Score		4.3		4.5		4.3
NA - Not Applicable	55		49		1,060	
No Response	59		59		1,880	



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

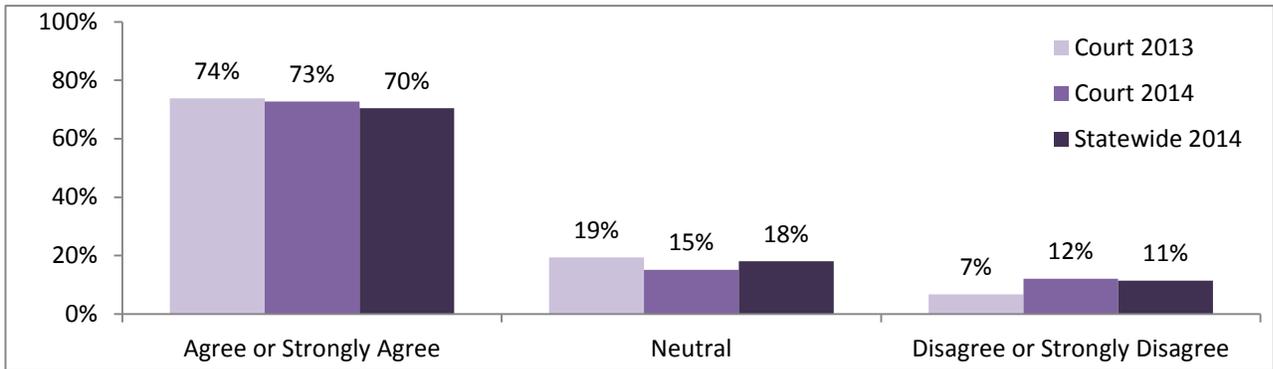
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	105	64%	76	73%	3,259	67%
4 Agree	36	22%	16	15%	1,109	23%
3 Neutral	14	9%	6	6%	336	7%
2 Disagree	2	1%	3	3%	91	2%
1 Strongly Disagree	6	4%	3	3%	98	2%
Total Responses	163		104		4,893	
Score		4.4		4.5		4.5
NA - Not Applicable	59		54		1,097	
No Response	64		58		1,965	



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

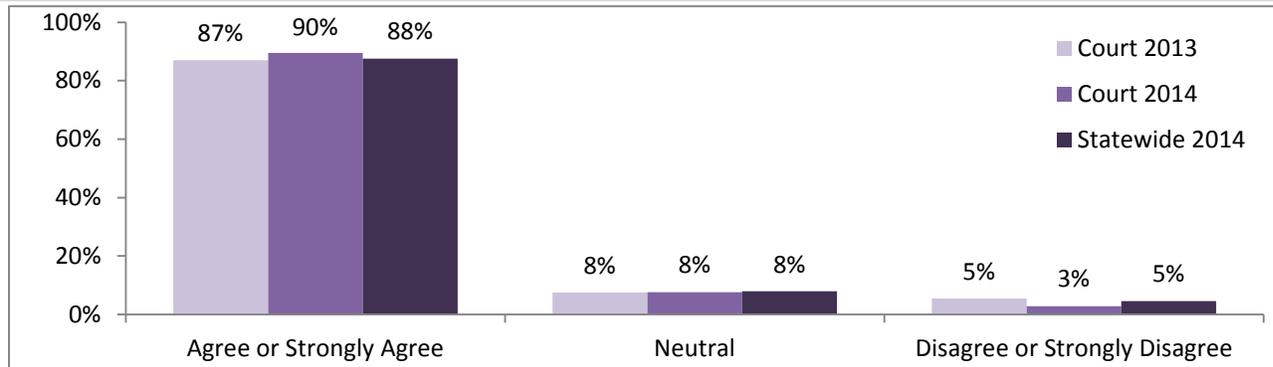
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	72	54%	52	53%	2,048	47%
4 Agree	27	20%	20	20%	999	23%
3 Neutral	26	19%	15	15%	783	18%
2 Disagree	4	3%	6	6%	242	6%
1 Strongly Disagree	5	4%	6	6%	253	6%
Total Responses	134		99		4,325	
Score		4.2		4.1		4.0
NA - Not Applicable	76		58		1,313	
No Response	76		59		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	88	60%	68	65%	2,750	61%
4 Agree	39	27%	26	25%	1,182	26%
3 Neutral	11	8%	8	8%	354	8%
2 Disagree	6	4%	1	1%	81	2%
1 Strongly Disagree	2	1%	2	2%	123	3%
Total Responses	146		105		4,490	
Score		4.4		4.5		4.4
NA - Not Applicable	67		51		1,137	
No Response	73		60		2,328	



23rd 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	45	21%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	12	6%	404	5%
Estate/trust	0	0%	0	0%
File papers	1	0%	149	2%
Get information	5	2%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	12	6%	464	6%
PPO	0	0%	0	0%
Small claims	3	1%	171	2%
Traffic/Ticket	81	38%	2,693	35%
Other	22	10%	672	9%
Number of Respondents	216		7,679	
No Response	6		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	106	49%	4,580	62%
Agency Worker	7	3%	164	2%
Attorney/prosecutor	12	6%	903	12%
Family/friend of party to case	40	19%	791	11%
Juror	2	1%	188	3%
Witness	9	4%	196	3%
Other	33	15%	713	10%
Number of Respondents	216		7,402	
No Response	17		553	

23rd District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	70	32%	4,217	54%
Female	128	59%	3,262	42%
American Indian / Alaska Nat.	6	3%	151	2%
Asian	1	0%	111	1%
Multiracial/biracial	6	3%	153	2%
Black/African American	24	11%	1,367	18%
Hispanic/Latino	6	3%	246	3%
White/Caucasian	76	35%	3,004	39%
Other	10	5%	199	3%
Number of Respondents	216		7,785	
No Response	3		170	