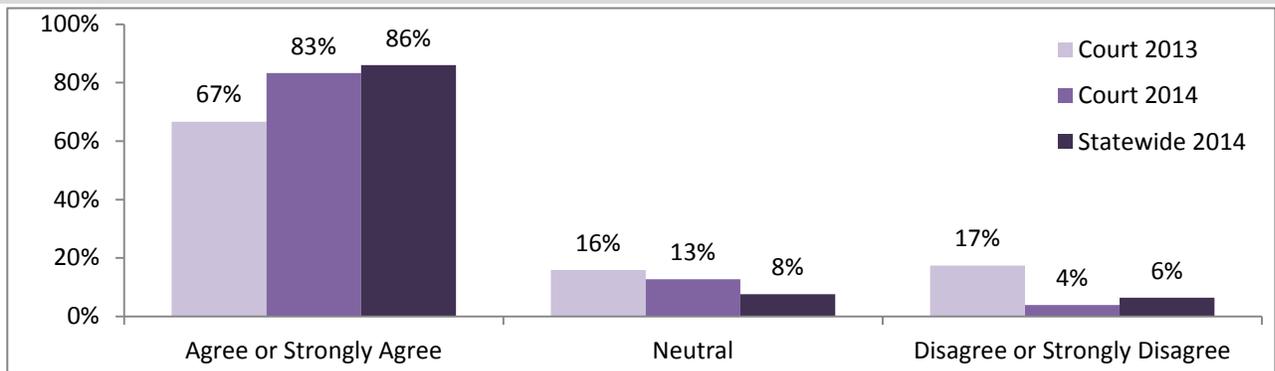


Questions 1 and 2 were directed to all respondents.

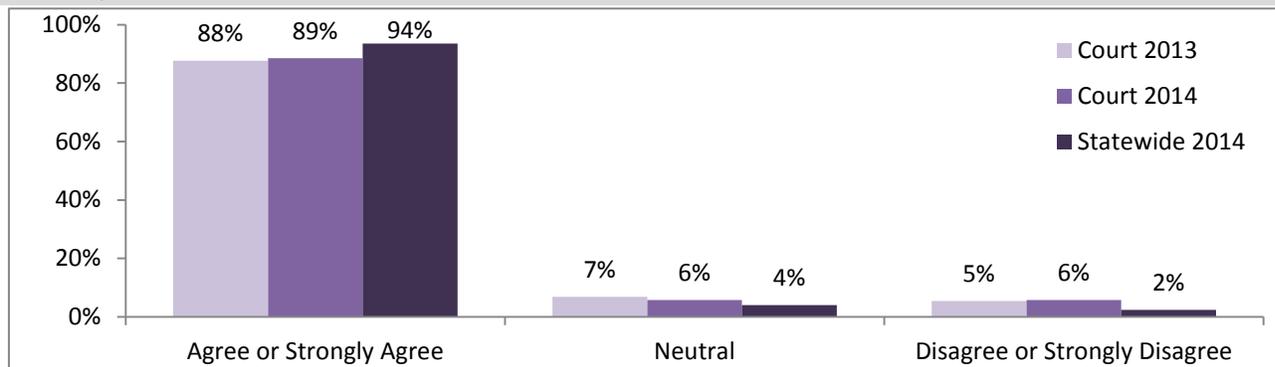
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	30	43%	62	61%	4,614	61%
4 Agree	16	23%	23	23%	1,901	25%
3 Neutral	11	16%	13	13%	574	8%
2 Disagree	5	7%	2	2%	229	3%
1 Strongly Disagree	7	10%	2	2%	254	3%
Total Responses	69		102		7,572	
Score		3.8		4.4		4.4
NA - Not Applicable	3		5		185	
No Response	1		1		198	



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

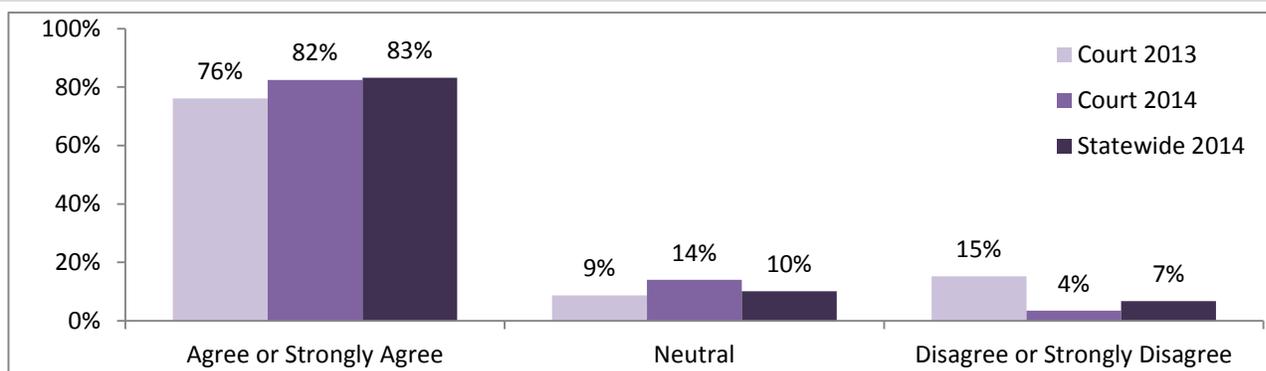
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	41	56%	73	70%	5,595	73%
4 Agree	23	32%	20	19%	1,549	20%
3 Neutral	5	7%	6	6%	310	4%
2 Disagree	1	1%	3	3%	87	1%
1 Strongly Disagree	3	4%	3	3%	99	1%
Total Responses	73		105		7,640	
Score		4.3		4.5		4.6
NA - Not Applicable	0		0		64	
No Response	0		3		251	



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

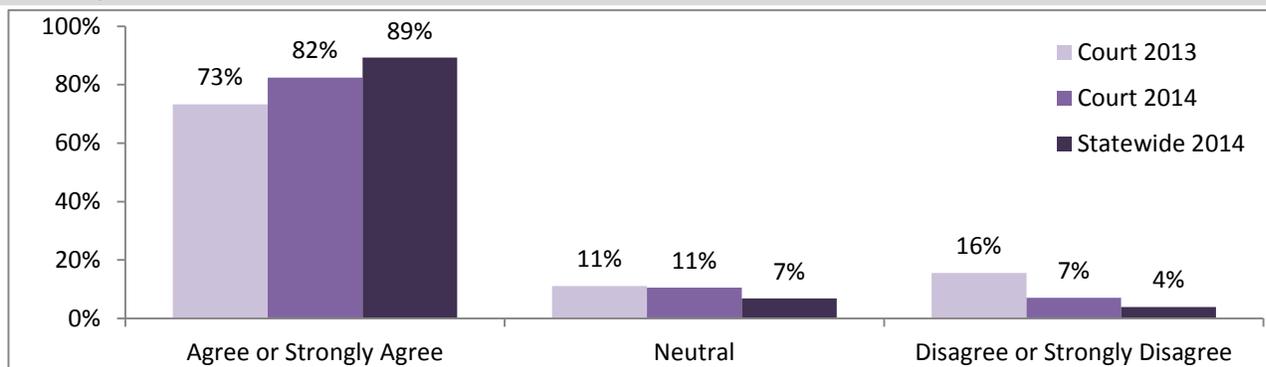
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	23	50%	34	60%	2,915	58%
4 Agree	12	26%	13	23%	1,256	25%
3 Neutral	4	9%	8	14%	508	10%
2 Disagree	3	7%	0	0%	162	3%
1 Strongly Disagree	4	9%	2	4%	174	3%
Total Responses	46		57		5,015	
Score		4.0		4.4		4.3
NA - Not Applicable	11		19		1,060	
No Response	16		32		1,880	



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

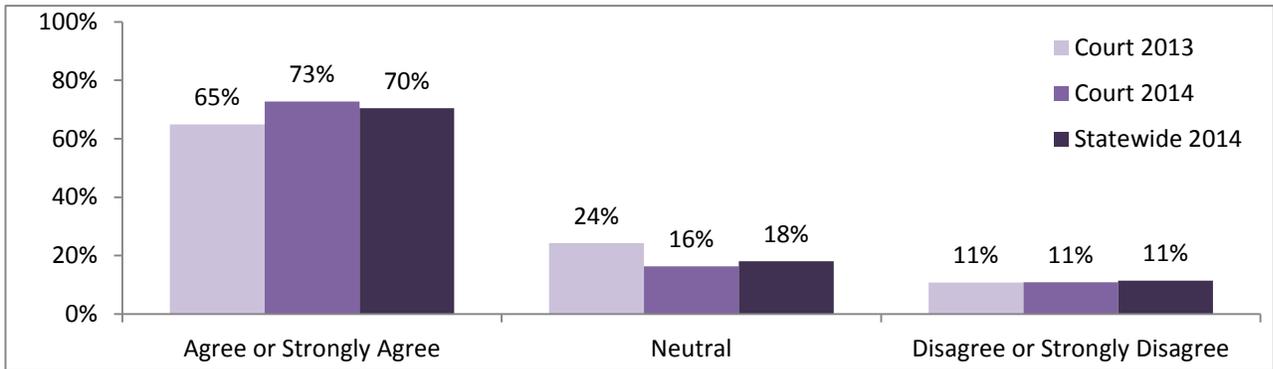
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	23	51%	38	67%	3,259	67%
4 Agree	10	22%	9	16%	1,109	23%
3 Neutral	5	11%	6	11%	336	7%
2 Disagree	4	9%	2	4%	91	2%
1 Strongly Disagree	3	7%	2	4%	98	2%
Total Responses	45		57		4,893	
Score		4.0		4.4		4.5
NA - Not Applicable	10		20		1,097	
No Response	18		31		1,965	



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

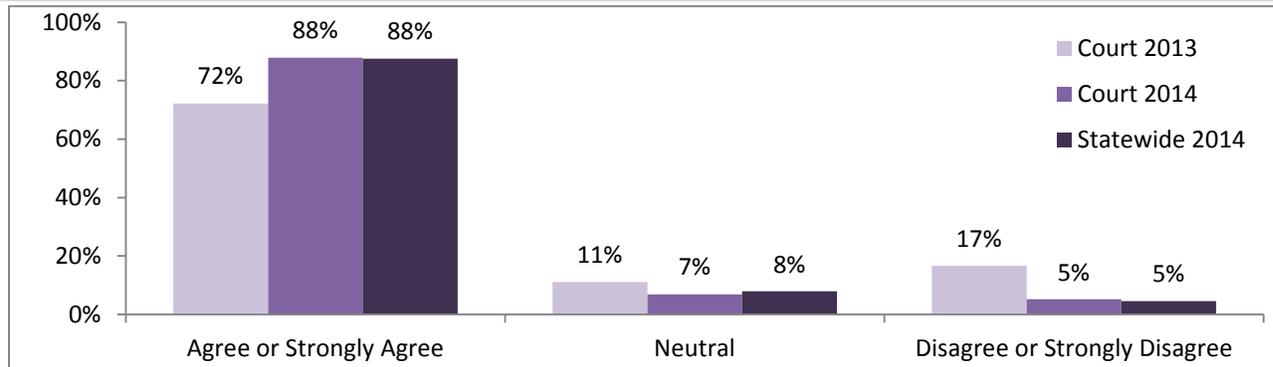
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	15	41%	28	51%	2,048	47%
4 Agree	9	24%	12	22%	999	23%
3 Neutral	9	24%	9	16%	783	18%
2 Disagree	2	5%	4	7%	242	6%
1 Strongly Disagree	2	5%	2	4%	253	6%
Total Responses	37		55		4,325	
Score		3.9		4.1		4.0
NA - Not Applicable	10		23		1,313	
No Response	26		30		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	19	53%	37	64%	2,750	61%
4 Agree	7	19%	14	24%	1,182	26%
3 Neutral	4	11%	4	7%	354	8%
2 Disagree	3	8%	2	3%	81	2%
1 Strongly Disagree	3	8%	1	2%	123	3%
Total Responses	36		58		4,490	
Score		4.0		4.4		4.4
NA - Not Applicable	10		21		1,137	
No Response	27		29		2,328	



27th 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	26	24%	1,467	19%
Criminal/probation	23	21%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	4	4%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	3	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	9	8%	464	6%
PPO	0	0%	0	0%
Small claims	2	2%	171	2%
Traffic/Ticket	32	30%	2,693	35%
Other	14	13%	672	9%
Number of Respondents	108		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	67	62%	4,580	62%
Agency Worker	0	0%	164	2%
Attorney/prosecutor	8	7%	903	12%
Family/friend of party to case	8	7%	791	11%
Juror	0	0%	188	3%
Witness	1	1%	196	3%
Other	16	15%	713	10%
Number of Respondents	108		7,402	
No Response	8		553	

27th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	64	59%	4,217	54%
Female	34	31%	3,262	42%
American Indian / Alaska Nat.	1	1%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	0	0%	153	2%
Black/African American	3	3%	1,367	18%
Hispanic/Latino	4	4%	246	3%
White/Caucasian	51	47%	3,004	39%
Other	1	1%	199	3%
Number of Respondents	108		7,785	
No Response	0		170	