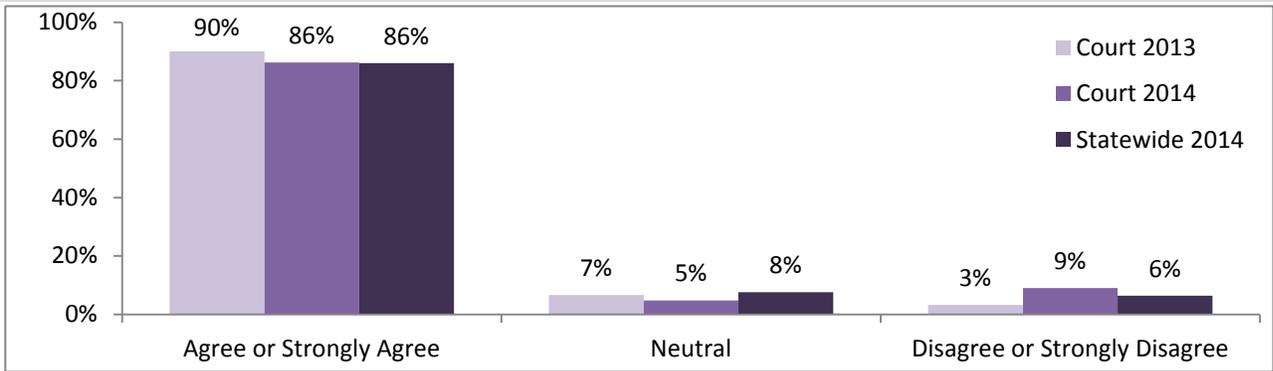


Questions 1 and 2 were directed to all respondents.

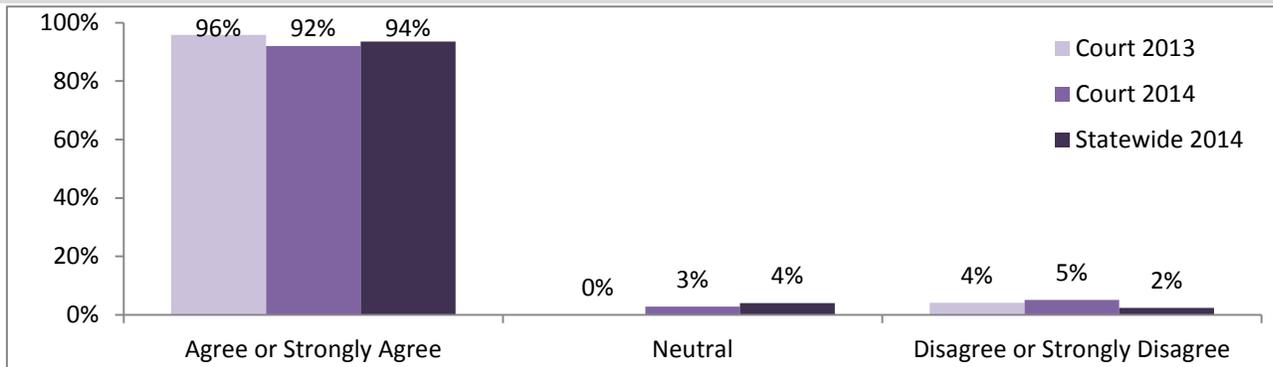
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	60	66%	112	67%	4,614	61%
4 Agree	22	24%	32	19%	1,901	25%
3 Neutral	6	7%	8	5%	574	8%
2 Disagree	2	2%	3	2%	229	3%
1 Strongly Disagree	1	1%	12	7%	254	3%
Total Responses	91		167		7,572	
Score		4.5		4.4		4.4
NA - Not Applicable	5		10		185	
No Response	6		8		198	



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

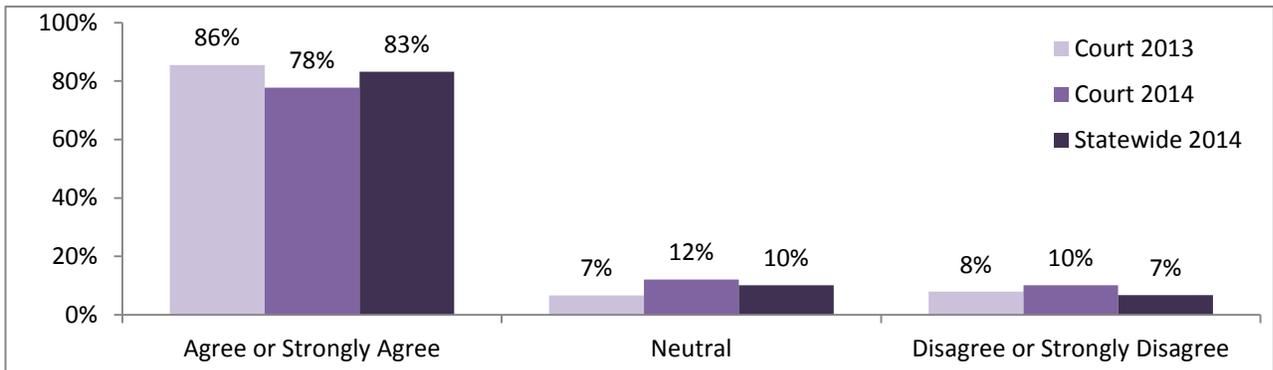
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	72	74%	139	79%	5,595	73%
4 Agree	21	22%	22	13%	1,549	20%
3 Neutral	0	0%	5	3%	310	4%
2 Disagree	2	2%	1	1%	87	1%
1 Strongly Disagree	2	2%	8	5%	99	1%
Total Responses	97		175		7,640	
Score		4.6		4.6		4.6
NA - Not Applicable	1		1		64	
No Response	4		9		251	



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

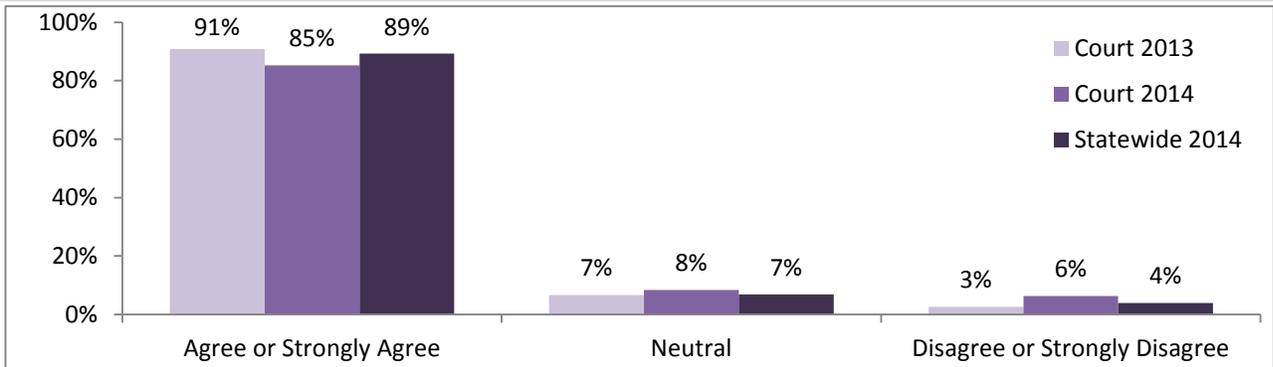
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	49	64%	56	57%	2,915	58%
4 Agree	16	21%	21	21%	1,256	25%
3 Neutral	5	7%	12	12%	508	10%
2 Disagree	2	3%	3	3%	162	3%
1 Strongly Disagree	4	5%	7	7%	174	3%
Total Responses	76		99		5,015	
Score		4.4		4.2		4.3
NA - Not Applicable	5		25		1,060	
No Response	21		61		1,880	



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

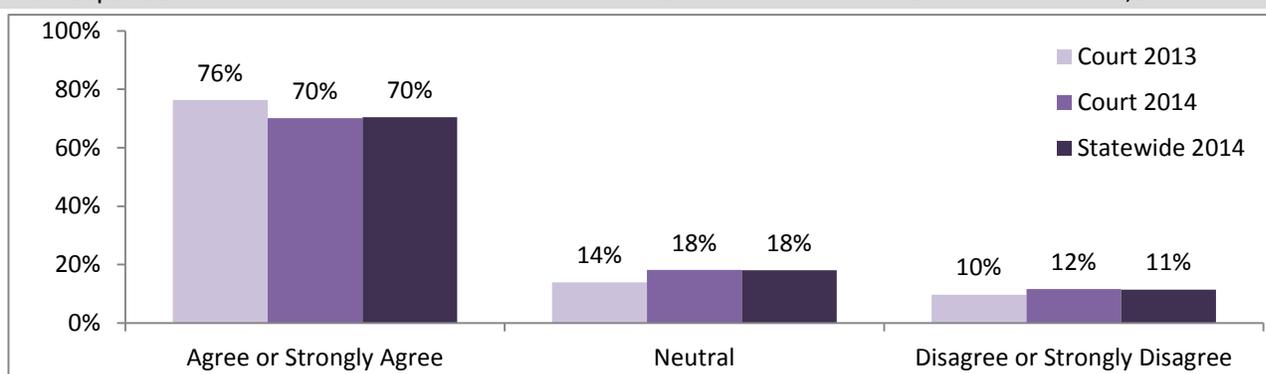
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	54	71%	62	65%	3,259	67%
4 Agree	15	20%	19	20%	1,109	23%
3 Neutral	5	7%	8	8%	336	7%
2 Disagree	1	1%	0	0%	91	2%
1 Strongly Disagree	1	1%	6	6%	98	2%
Total Responses	76		95		4,893	
Score		4.6		4.4		4.5
NA - Not Applicable	7		25		1,097	
No Response	19		65		1,965	



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

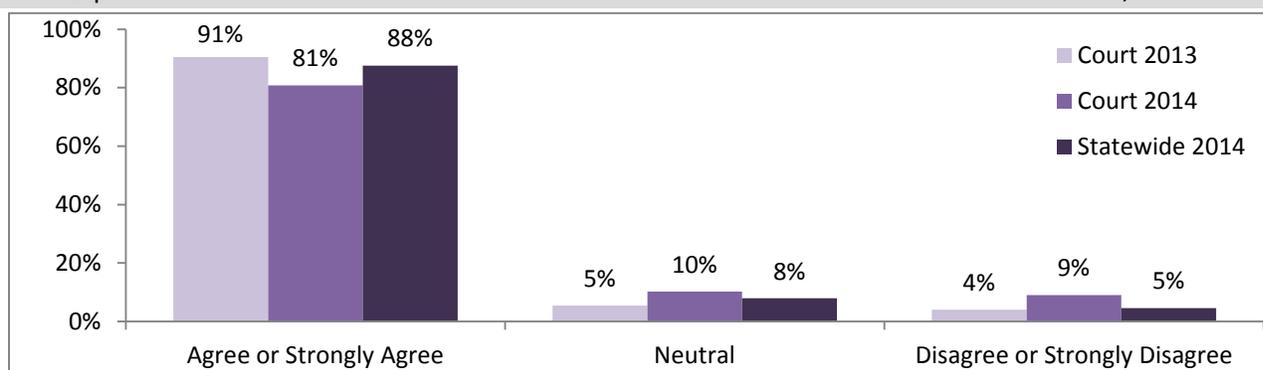
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	45	63%	36	47%	2,048	47%
4 Agree	10	14%	18	23%	999	23%
3 Neutral	10	14%	14	18%	783	18%
2 Disagree	2	3%	2	3%	242	6%
1 Strongly Disagree	5	7%	7	9%	253	6%
Total Responses	72		77		4,325	
Score		4.2		4.0		4.0
NA - Not Applicable	10		33		1,313	
No Response	20		75		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	53	72%	47	60%	2,750	61%
4 Agree	14	19%	16	21%	1,182	26%
3 Neutral	4	5%	8	10%	354	8%
2 Disagree	1	1%	1	1%	81	2%
1 Strongly Disagree	2	3%	6	8%	123	3%
Total Responses	74		78		4,490	
Score		4.6		4.2		4.4
NA - Not Applicable	8		33		1,137	
No Response	20		74		2,328	



28th 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	19	10%	1,467	19%
Criminal/probation	58	31%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	3	2%	404	5%
Estate/trust	0	0%	0	0%
File papers	4	2%	149	2%
Get information	5	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	25	14%	464	6%
PPO	0	0%	0	0%
Small claims	0	0%	171	2%
Traffic/Ticket	74	40%	2,693	35%
Other	10	5%	672	9%
Number of Respondents	185		7,679	
No Response	9		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	76	41%	4,580	62%
Agency Worker	0	0%	164	2%
Attorney/prosecutor	16	9%	903	12%
Family/friend of party to case	34	18%	791	11%
Juror	19	10%	188	3%
Witness	2	1%	196	3%
Other	18	10%	713	10%
Number of Respondents	185		7,402	
No Response	22		553	

28th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	95	51%	4,217	54%
Female	78	42%	3,262	42%
American Indian / Alaska Nat.	5	3%	151	2%
Asian	1	1%	111	1%
Multiracial/biracial	3	2%	153	2%
Black/African American	26	14%	1,367	18%
Hispanic/Latino	7	4%	246	3%
White/Caucasian	85	46%	3,004	39%
Other	2	1%	199	3%
Number of Respondents	185		7,785	
No Response	6		170	