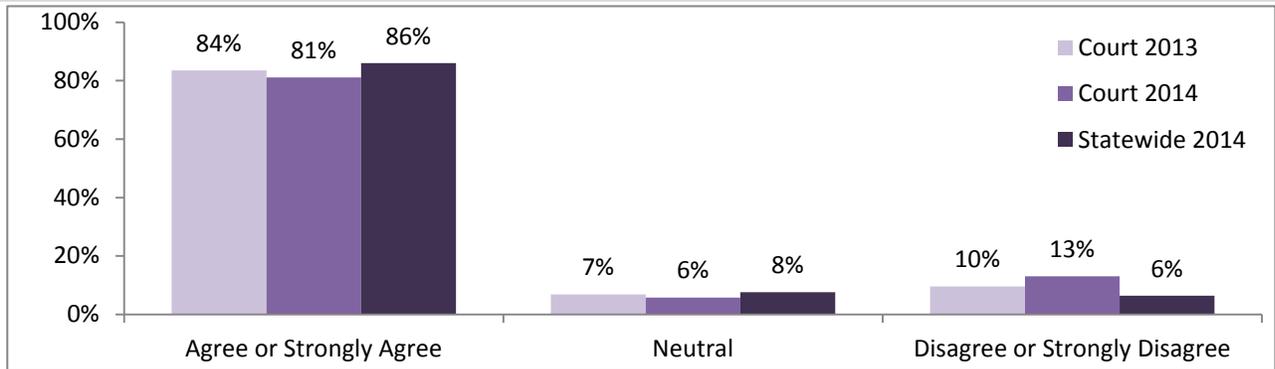


Questions 1 and 2 were directed to all respondents.

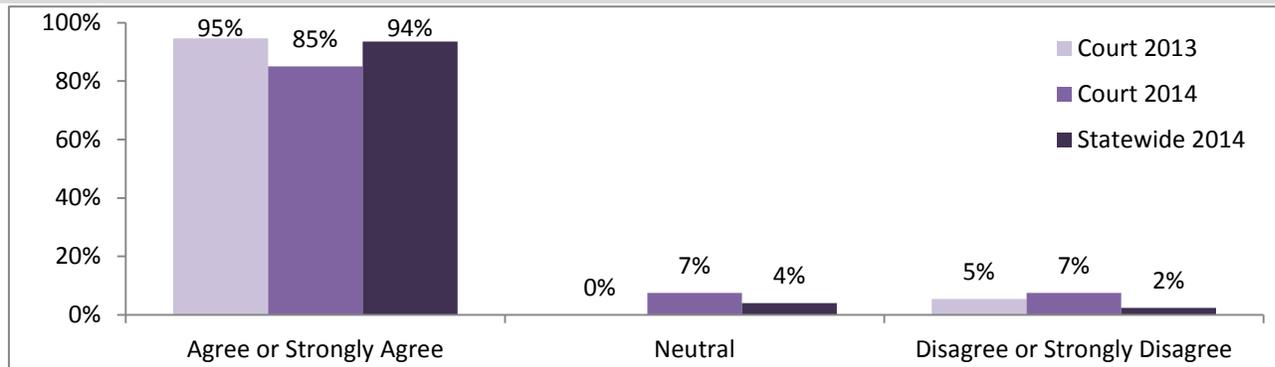
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	39	53%	37	54%	4,614	61%
4 Agree	22	30%	19	28%	1,901	25%
3 Neutral	5	7%	4	6%	574	8%
2 Disagree	5	7%	5	7%	229	3%
1 Strongly Disagree	2	3%	4	6%	254	3%
Total Responses	73		69		7,572	
Score		4.2		4.2		4.4
NA - Not Applicable	1		0		185	
No Response	1		0		198	



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

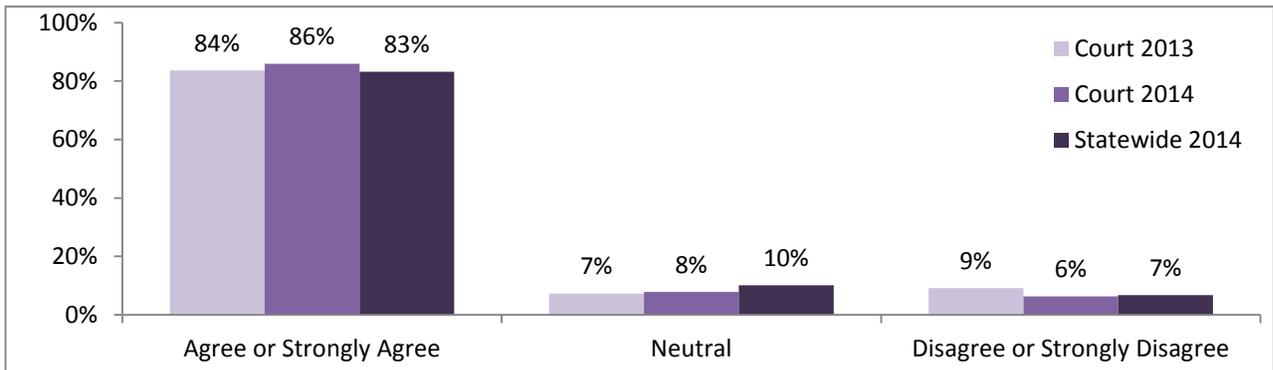
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	51	69%	40	60%	5,595	73%
4 Agree	19	26%	17	25%	1,549	20%
3 Neutral	0	0%	5	7%	310	4%
2 Disagree	2	3%	3	4%	87	1%
1 Strongly Disagree	2	3%	2	3%	99	1%
Total Responses	74		67		7,640	
Score		4.6		4.3		4.6
NA - Not Applicable	0		0		64	
No Response	1		2		251	



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

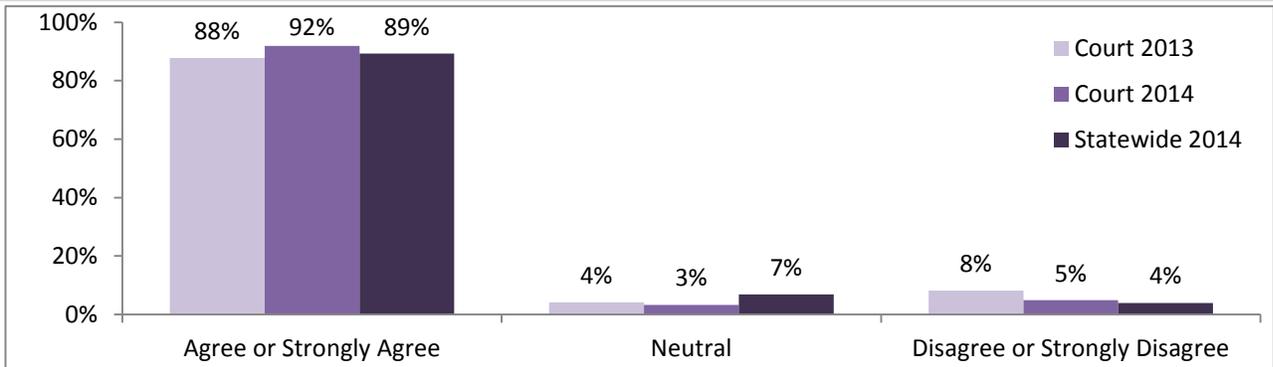
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	34	62%	27	42%	2,915	58%
4 Agree	12	22%	28	44%	1,256	25%
3 Neutral	4	7%	5	8%	508	10%
2 Disagree	3	5%	2	3%	162	3%
1 Strongly Disagree	2	4%	2	3%	174	3%
Total Responses	55		64		5,015	
Score		4.3		4.2		4.3
NA - Not Applicable	7		1		1,060	
No Response	13		4		1,880	



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

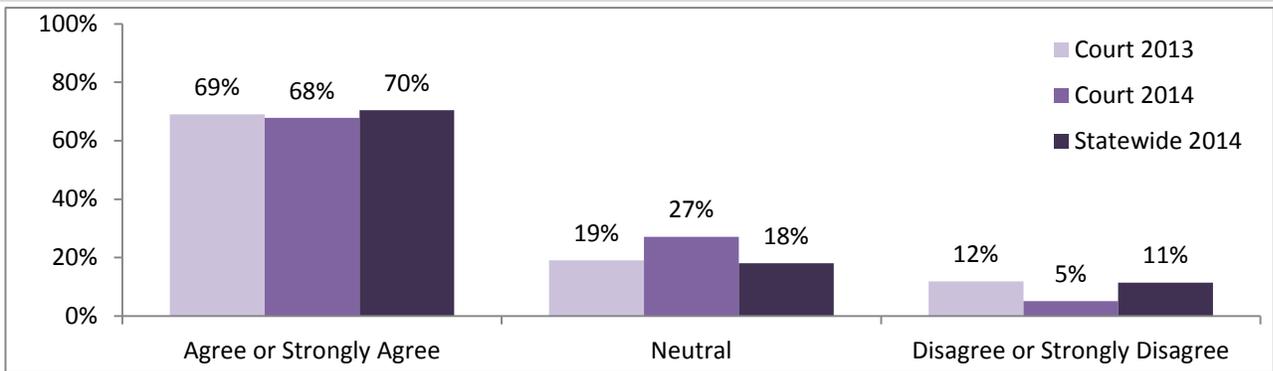
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	34	69%	25	40%	3,259	67%
4 Agree	9	18%	32	52%	1,109	23%
3 Neutral	2	4%	2	3%	336	7%
2 Disagree	0	0%	1	2%	91	2%
1 Strongly Disagree	4	8%	2	3%	98	2%
Total Responses	49		62		4,893	
Score		4.4		4.2		4.5
NA - Not Applicable	11		3		1,097	
No Response	15		4		1,965	



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

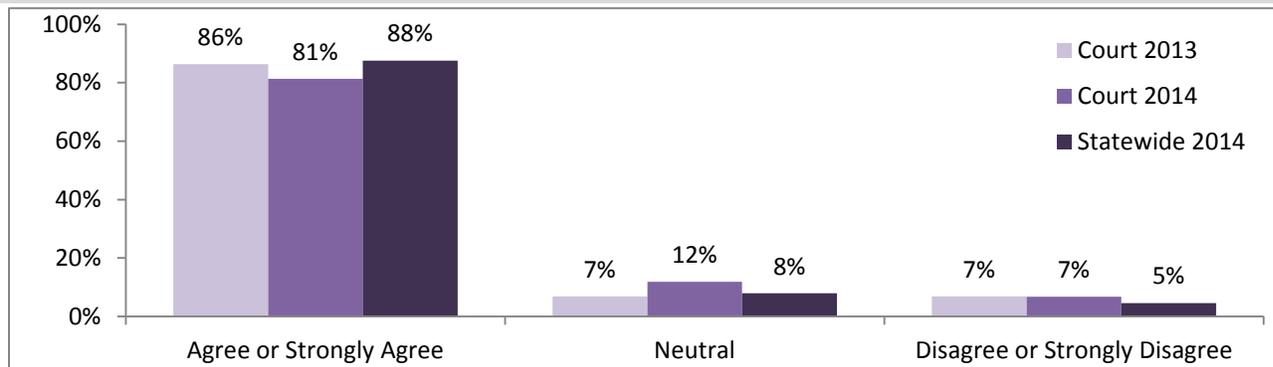
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	20	48%	21	36%	2,048	47%
4 Agree	9	21%	19	32%	999	23%
3 Neutral	8	19%	16	27%	783	18%
2 Disagree	2	5%	1	2%	242	6%
1 Strongly Disagree	3	7%	2	3%	253	6%
Total Responses	42		59		4,325	
Score		4.0		3.9		4.0
NA - Not Applicable	11		1		1,313	
No Response	22		9		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	26	59%	27	46%	2,750	61%
4 Agree	12	27%	21	36%	1,182	26%
3 Neutral	3	7%	7	12%	354	8%
2 Disagree	0	0%	3	5%	81	2%
1 Strongly Disagree	3	7%	1	2%	123	3%
Total Responses	44		59		4,490	
Score		4.3		4.2		4.4
NA - Not Applicable	9		2		1,137	
No Response	22		8		2,328	



38th 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	18	26%	1,467	19%
Criminal/probation	21	30%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	1	1%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	1	1%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	3	4%	464	6%
PPO	0	0%	0	0%
Small claims	2	3%	171	2%
Traffic/Ticket	26	38%	2,693	35%
Other	1	1%	672	9%
Number of Respondents	69		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	48	70%	4,580	62%
Agency Worker	0	0%	164	2%
Attorney/prosecutor	7	10%	903	12%
Family/friend of party to case	3	4%	791	11%
Juror	0	0%	188	3%
Witness	8	12%	196	3%
Other	4	6%	713	10%
Number of Respondents	69		7,402	
No Response	0		553	

38th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	21	30%	4,217	54%
Female	39	57%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	1	1%	111	1%
Multiracial/biracial	1	1%	153	2%
Black/African American	23	33%	1,367	18%
Hispanic/Latino	1	1%	246	3%
White/Caucasian	17	25%	3,004	39%
Other	1	1%	199	3%
Number of Respondents	69		7,785	
No Response	3		170	