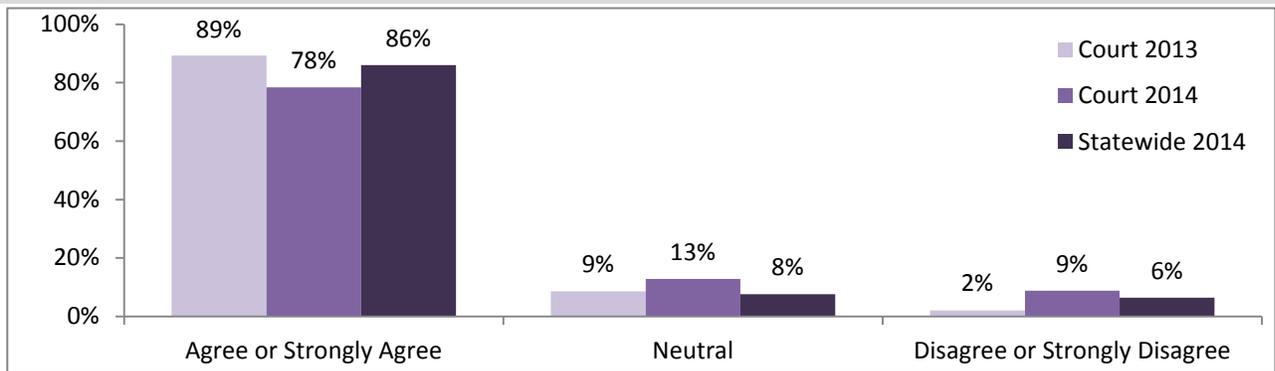


Questions 1 and 2 were directed to all respondents.

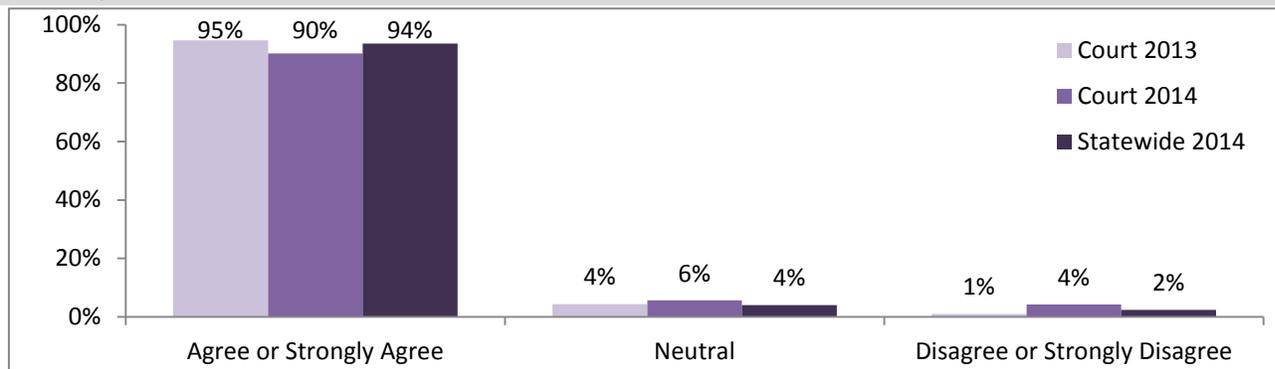
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	121	61%	68	54%	4,614	61%
4 Agree	55	28%	30	24%	1,901	25%
3 Neutral	17	9%	16	13%	574	8%
2 Disagree	2	1%	3	2%	229	3%
1 Strongly Disagree	2	1%	8	6%	254	3%
Total Responses	197		125		7,572	
Score		4.5		4.2		4.4
NA - Not Applicable	2		10		185	
No Response	12		15		198	



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

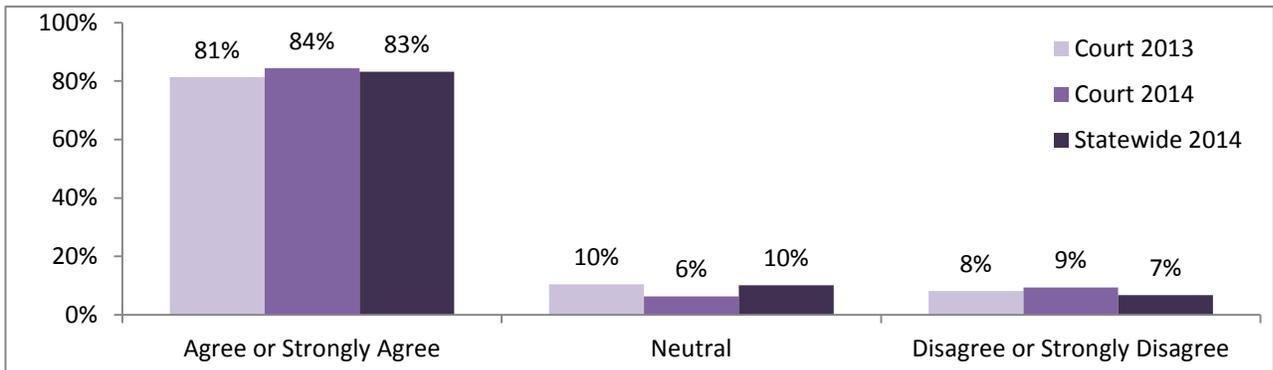
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	149	72%	102	72%	5,595	73%
4 Agree	47	23%	26	18%	1,549	20%
3 Neutral	9	4%	8	6%	310	4%
2 Disagree	2	1%	3	2%	87	1%
1 Strongly Disagree	0	0%	3	2%	99	1%
Total Responses	207		142		7,640	
Score		4.7		4.6		4.6
NA - Not Applicable	2		2		64	
No Response	2		6		251	



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

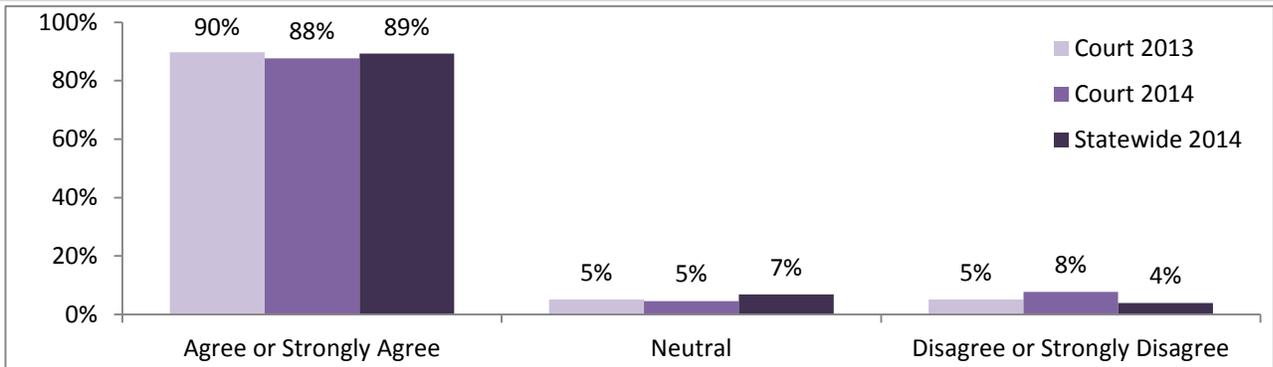
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	79	59%	38	59%	2,915	58%
4 Agree	30	22%	16	25%	1,256	25%
3 Neutral	14	10%	4	6%	508	10%
2 Disagree	6	4%	2	3%	162	3%
1 Strongly Disagree	5	4%	4	6%	174	3%
Total Responses	134		64		5,015	
Score		4.3		4.3		4.3
NA - Not Applicable	16		26		1,060	
No Response	61		60		1,880	



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

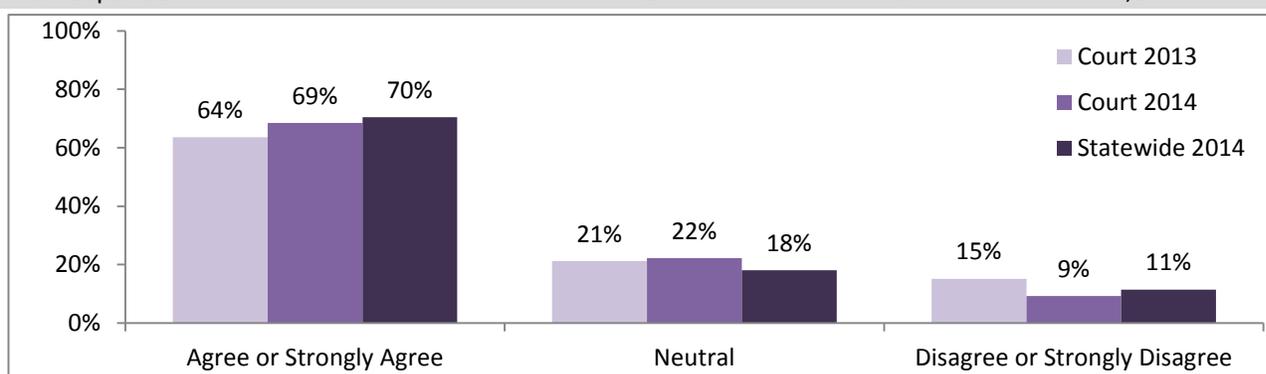
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	79	68%	39	60%	3,259	67%
4 Agree	26	22%	18	28%	1,109	23%
3 Neutral	6	5%	3	5%	336	7%
2 Disagree	3	3%	3	5%	91	2%
1 Strongly Disagree	3	3%	2	3%	98	2%
Total Responses	117		65		4,893	
Score		4.5		4.4		4.5
NA - Not Applicable	22		25		1,097	
No Response	72		60		1,965	



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

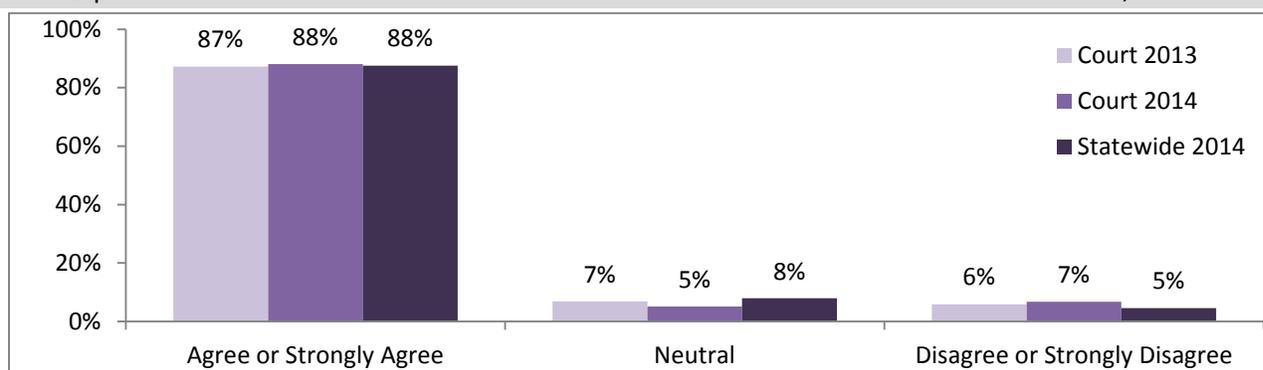
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	42	42%	25	46%	2,048	47%
4 Agree	21	21%	12	22%	999	23%
3 Neutral	21	21%	12	22%	783	18%
2 Disagree	10	10%	2	4%	242	6%
1 Strongly Disagree	5	5%	3	6%	253	6%
Total Responses	99		54		4,325	
Score		3.9		4.0		4.0
NA - Not Applicable	28		29		1,313	
No Response	84		67		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	59	58%	41	69%	2,750	61%
4 Agree	30	29%	11	19%	1,182	26%
3 Neutral	7	7%	3	5%	354	8%
2 Disagree	5	5%	2	3%	81	2%
1 Strongly Disagree	1	1%	2	3%	123	3%
Total Responses	102		59		4,490	
Score		4.4		4.5		4.4
NA - Not Applicable	25		25		1,137	
No Response	84		66		2,328	



39th 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	15	10%	1,467	19%
Criminal/probation	33	22%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	8	5%	404	5%
Estate/trust	0	0%	0	0%
File papers	1	1%	149	2%
Get information	5	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	7	5%	464	6%
PPO	0	0%	0	0%
Small claims	3	2%	171	2%
Traffic/Ticket	39	26%	2,693	35%
Other	15	10%	672	9%
Number of Respondents	150		7,679	
No Response	36		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	73	49%	4,580	62%
Agency Worker	1	1%	164	2%
Attorney/prosecutor	5	3%	903	12%
Family/friend of party to case	21	14%	791	11%
Juror	36	24%	188	3%
Witness	2	1%	196	3%
Other	5	3%	713	10%
Number of Respondents	150		7,402	
No Response	8		553	

39th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	63	42%	4,217	54%
Female	82	55%	3,262	42%
American Indian / Alaska Nat.	2	1%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	3	2%	153	2%
Black/African American	13	9%	1,367	18%
Hispanic/Latino	3	2%	246	3%
White/Caucasian	76	51%	3,004	39%
Other	2	1%	199	3%
Number of Respondents	150		7,785	
No Response	3		170	