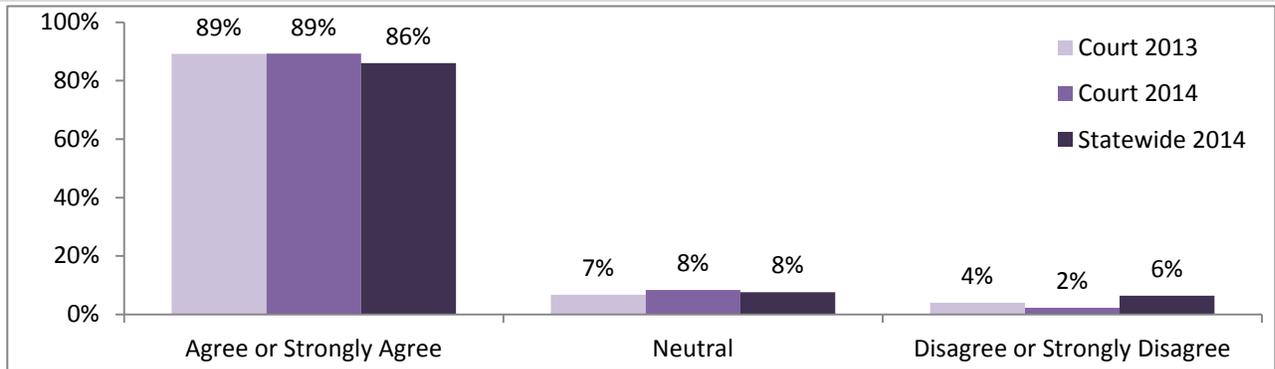


**Questions 1 and 2 were directed to all respondents.**

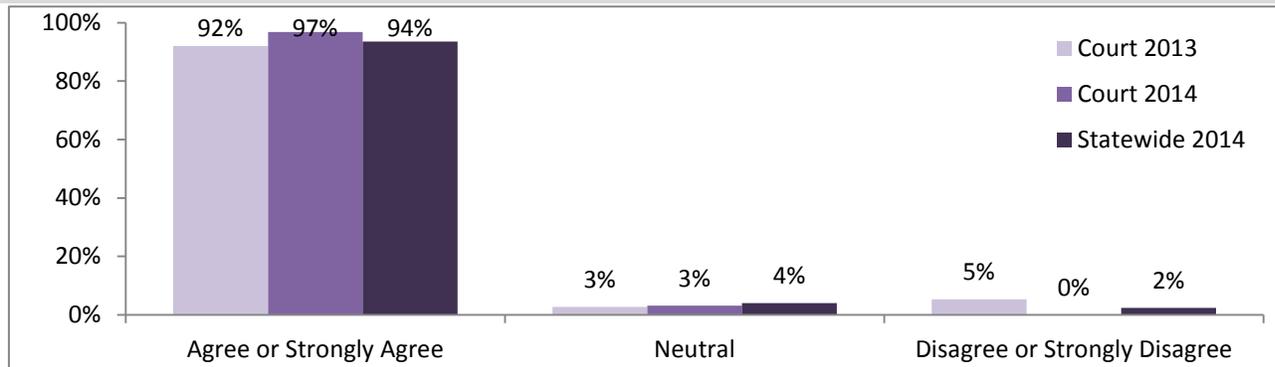
**1) I was able to get my court business done in a reasonable amount of time today.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 47         | 64% | 85         | 65% | 4,614                              | 61% |
| 4 Agree             | 19         | 26% | 32         | 24% | 1,901                              | 25% |
| 3 Neutral           | 5          | 7%  | 11         | 8%  | 574                                | 8%  |
| 2 Disagree          | 3          | 4%  | 1          | 1%  | 229                                | 3%  |
| 1 Strongly Disagree | 0          | 0%  | 2          | 2%  | 254                                | 3%  |
| Total Responses     | 74         |     | 131        |     | 7,572                              |     |
| Score               |            | 4.5 |            | 4.5 |                                    | 4.4 |
| NA - Not Applicable | 1          |     | 1          |     | 185                                |     |
| No Response         | 1          |     | 6          |     | 198                                |     |



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

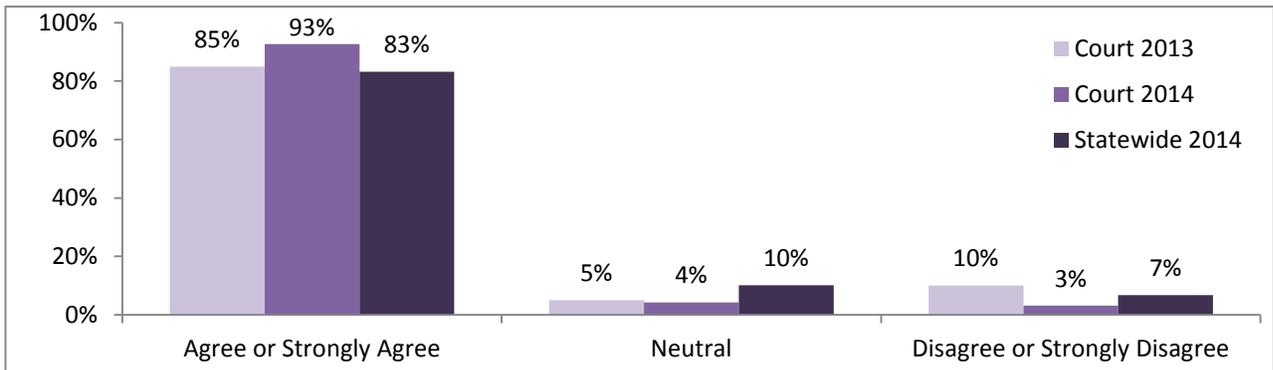
|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 54         | 72% | 99         | 79% | 5,595                              | 73% |
| 4 Agree             | 15         | 20% | 23         | 18% | 1,549                              | 20% |
| 3 Neutral           | 2          | 3%  | 4          | 3%  | 310                                | 4%  |
| 2 Disagree          | 3          | 4%  | 0          | 0%  | 87                                 | 1%  |
| 1 Strongly Disagree | 1          | 1%  | 0          | 0%  | 99                                 | 1%  |
| Total Responses     | 75         |     | 126        |     | 7,640                              |     |
| Score               |            | 4.6 |            | 4.8 |                                    | 4.6 |
| NA - Not Applicable | 1          |     | 1          |     | 64                                 |     |
| No Response         | 0          |     | 11         |     | 251                                |     |



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

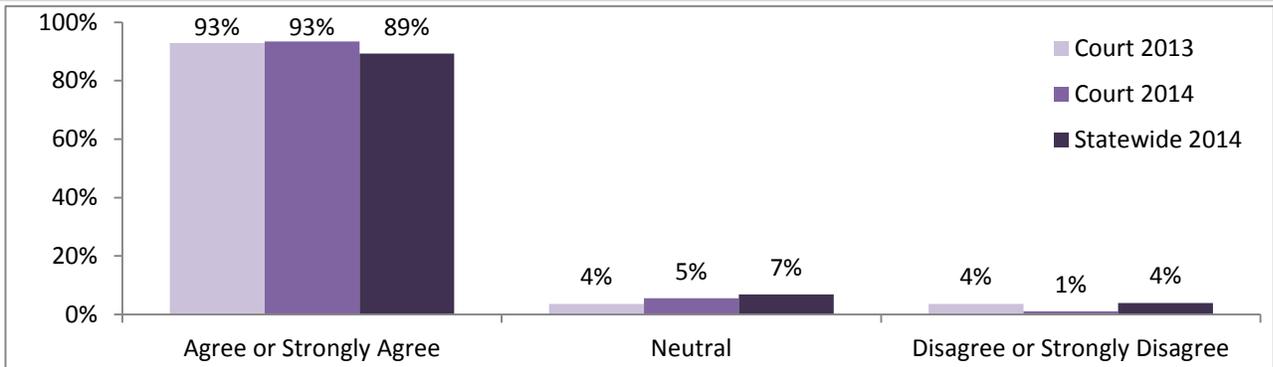
**3) The way the case was handled was fair.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 31         | 52% | 64         | 67% | 2,915                              | 58% |
| 4 Agree             | 20         | 33% | 24         | 25% | 1,256                              | 25% |
| 3 Neutral           | 3          | 5%  | 4          | 4%  | 508                                | 10% |
| 2 Disagree          | 3          | 5%  | 2          | 2%  | 162                                | 3%  |
| 1 Strongly Disagree | 3          | 5%  | 1          | 1%  | 174                                | 3%  |
| Total Responses     | 60         |     | 95         |     | 5,015                              |     |
| Score               |            | 4.2 |            | 4.6 |                                    | 4.3 |
| NA - Not Applicable | 5          |     | 14         |     | 1,060                              |     |
| No Response         | 11         |     | 29         |     | 1,880                              |     |



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

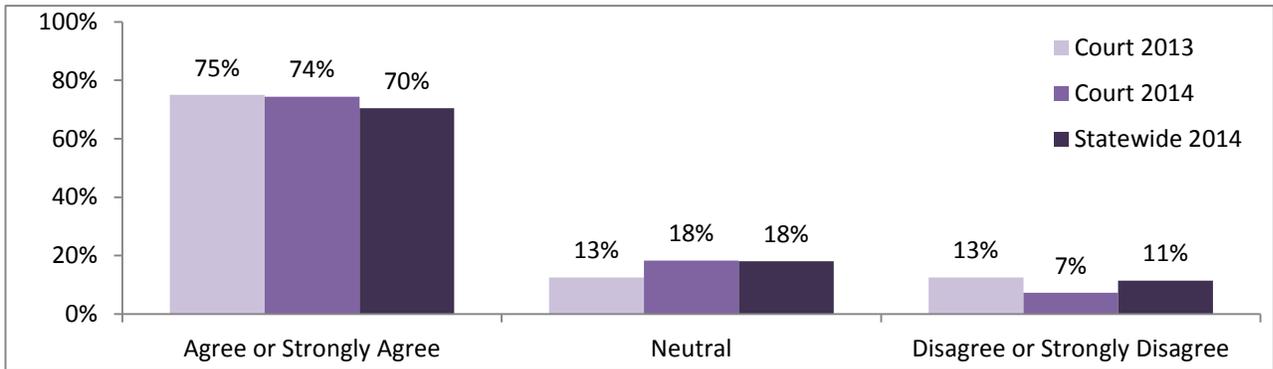
|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 39         | 70% | 69         | 76% | 3,259                              | 67% |
| 4 Agree             | 13         | 23% | 16         | 18% | 1,109                              | 23% |
| 3 Neutral           | 2          | 4%  | 5          | 5%  | 336                                | 7%  |
| 2 Disagree          | 1          | 2%  | 0          | 0%  | 91                                 | 2%  |
| 1 Strongly Disagree | 1          | 2%  | 1          | 1%  | 98                                 | 2%  |
| Total Responses     | 56         |     | 91         |     | 4,893                              |     |
| Score               |            | 4.6 |            | 4.7 |                                    | 4.5 |
| NA - Not Applicable | 8          |     | 17         |     | 1,097                              |     |
| No Response         | 12         |     | 30         |     | 1,965                              |     |



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

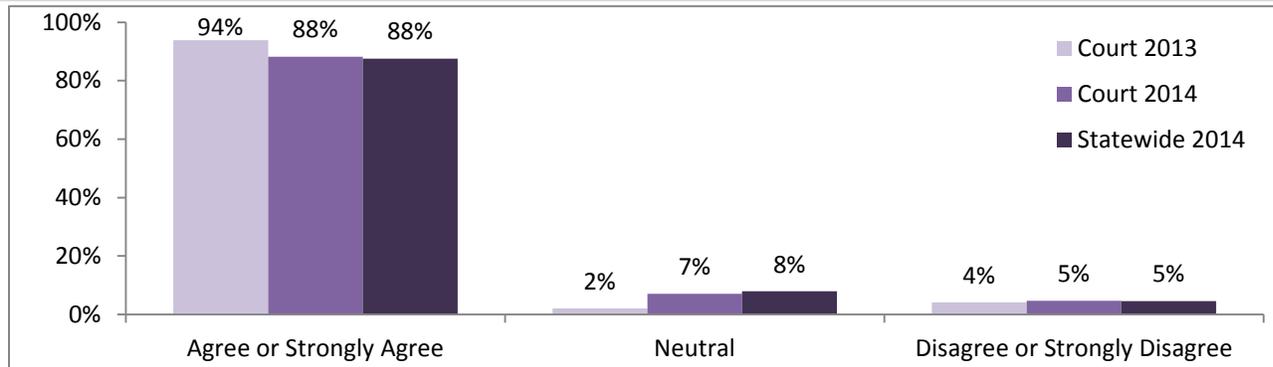
**5) The outcome in my case was favorable to me.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 27         | 56% | 45         | 55% | 2,048                              | 47% |
| 4 Agree             | 9          | 19% | 16         | 20% | 999                                | 23% |
| 3 Neutral           | 6          | 13% | 15         | 18% | 783                                | 18% |
| 2 Disagree          | 4          | 8%  | 2          | 2%  | 242                                | 6%  |
| 1 Strongly Disagree | 2          | 4%  | 4          | 5%  | 253                                | 6%  |
| Total Responses     | 48         |     | 82         |     | 4,325                              |     |
| Score               |            | 4.1 |            | 4.2 |                                    | 4.0 |
| NA - Not Applicable | 8          |     | 19         |     | 1,313                              |     |
| No Response         | 20         |     | 37         |     | 2,317                              |     |



**6) As I leave the court, I understand what happened in my case.**

|                     | Court 2013 |     | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|---------------------|------------|-----|------------|-----|------------------------------------|-----|
| 5 Strongly Agree    | 33         | 67% | 62         | 73% | 2,750                              | 61% |
| 4 Agree             | 13         | 27% | 13         | 15% | 1,182                              | 26% |
| 3 Neutral           | 1          | 2%  | 6          | 7%  | 354                                | 8%  |
| 2 Disagree          | 0          | 0%  | 0          | 0%  | 81                                 | 2%  |
| 1 Strongly Disagree | 2          | 4%  | 4          | 5%  | 123                                | 3%  |
| Total Responses     | 49         |     | 85         |     | 4,490                              |     |
| Score               |            | 4.5 |            | 4.5 |                                    | 4.4 |
| NA - Not Applicable | 8          |     | 15         |     | 1,137                              |     |
| No Response         | 19         |     | 38         |     | 2,328                              |     |



40th 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<br>Statewide 2014 |     |
|------------------------------|------------|-----|------------------------------------|-----|
|                              |            |     |                                    |     |
| Child protective             | 0          | 0%  | 1                                  | 0%  |
| Civil matter                 | 19         | 14% | 1,467                              | 19% |
| Criminal/probation           | 30         | 22% | 2,100                              | 27% |
| Divorce/custody/support      | 0          | 0%  | 0                                  | 0%  |
| Drug/sobriety court          | 4          | 3%  | 404                                | 5%  |
| Estate/trust                 | 0          | 0%  | 0                                  | 0%  |
| File papers                  | 1          | 1%  | 149                                | 2%  |
| Get information              | 0          | 0%  | 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               | 61         | 44% | 2,693                              | 35% |
| Other                        | 23         | 17% | 672                                | 9%  |
| Number of Respondents        | 138        |     | 7,679                              |     |
| No Response                  | 2          |     | 276                                |     |

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

|                                | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|--------------------------------|------------|-----|------------------------------------|-----|
|                                |            |     |                                    |     |
| Party (Plaintiff/Defendant)    | 95         | 69% | 4,580                              | 62% |
| Agency Worker                  | 1          | 1%  | 164                                | 2%  |
| Attorney/prosecutor            | 11         | 8%  | 903                                | 12% |
| Family/friend of party to case | 14         | 10% | 791                                | 11% |
| Juror                          | 5          | 4%  | 188                                | 3%  |
| Witness                        | 0          | 0%  | 196                                | 3%  |
| Other                          | 5          | 4%  | 713                                | 10% |
| Number of Respondents          | 138        |     | 7,402                              |     |
| No Response                    | 7          |     | 553                                |     |

40th District Court

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

|                               | Court 2014 |     | 3rd Class Courts<br>Statewide 2014 |     |
|-------------------------------|------------|-----|------------------------------------|-----|
|                               |            |     |                                    |     |
| Male                          | 85         | 62% | 4,217                              | 54% |
| Female                        | 39         | 28% | 3,262                              | 42% |
| American Indian / Alaska Nat. | 2          | 1%  | 151                                | 2%  |
| Asian                         | 1          | 1%  | 111                                | 1%  |
| Multiracial/biracial          | 2          | 1%  | 153                                | 2%  |
| Black/African American        | 24         | 17% | 1,367                              | 18% |
| Hispanic/Latino               | 2          | 1%  | 246                                | 3%  |
| White/Caucasian               | 53         | 38% | 3,004                              | 39% |
| Other                         | 4          | 3%  | 199                                | 3%  |
| Number of Respondents         | 138        |     | 7,785                              |     |
| No Response                   | 1          |     | 170                                |     |