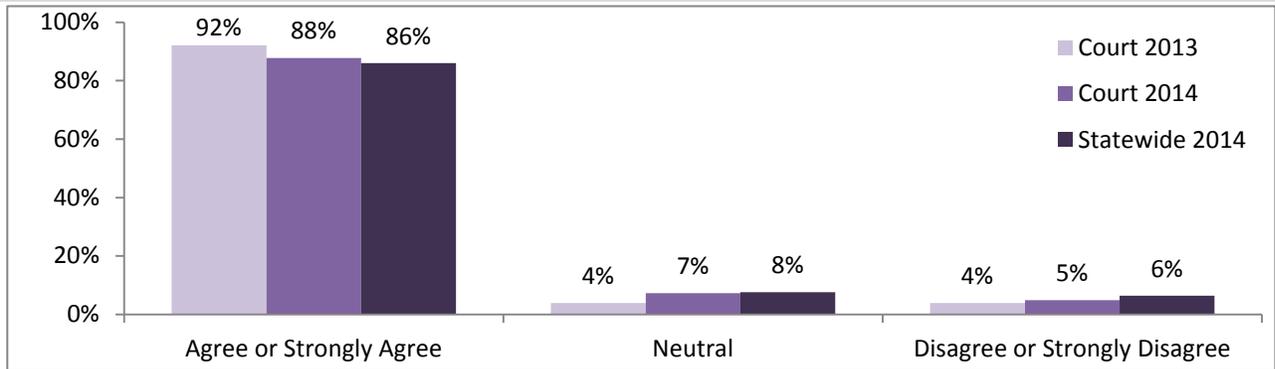


Questions 1 and 2 were directed to all respondents.

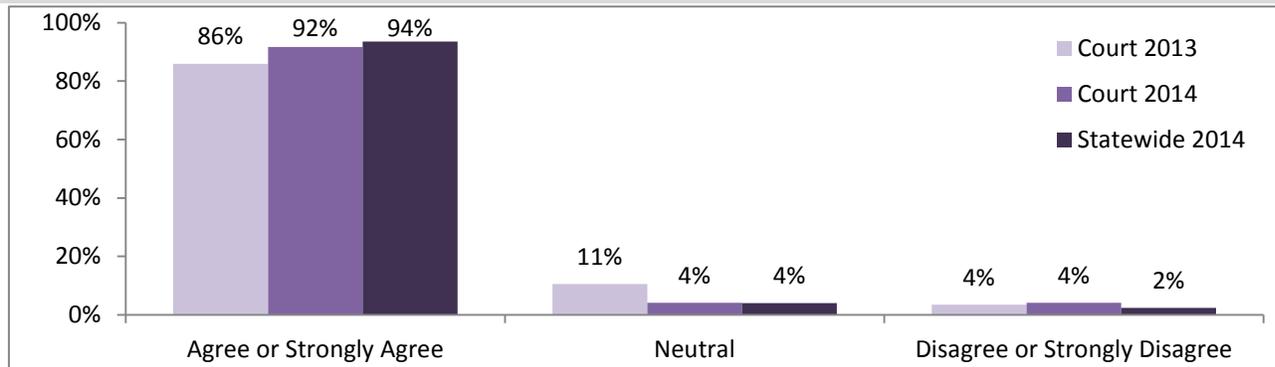
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	32	63%	73	59%	4,614	61%
4 Agree	15	29%	35	28%	1,901	25%
3 Neutral	2	4%	9	7%	574	8%
2 Disagree	1	2%	2	2%	229	3%
1 Strongly Disagree	1	2%	4	3%	254	3%
Total Responses	51		123		7,572	
Score		4.5		4.4		4.4
NA - Not Applicable	5		0		185	
No Response	1		3		198	



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

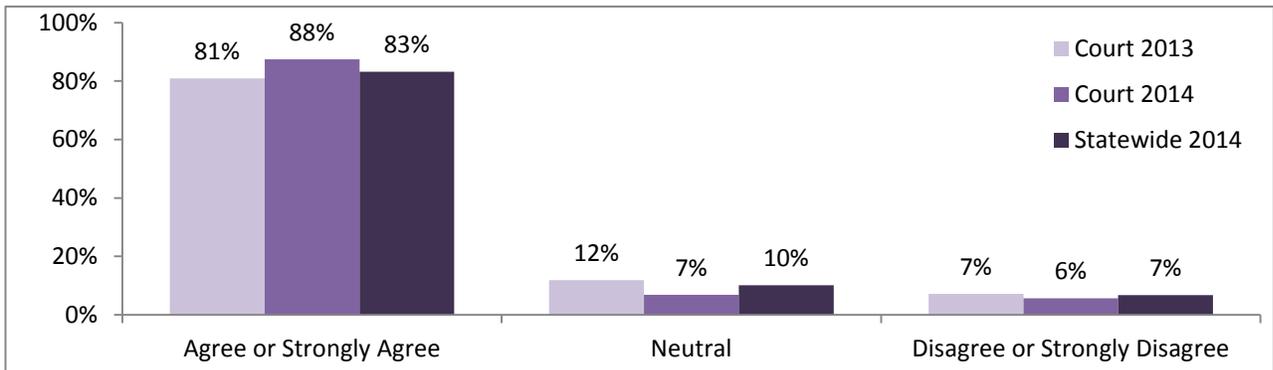
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	38	67%	88	73%	5,595	73%
4 Agree	11	19%	23	19%	1,549	20%
3 Neutral	6	11%	5	4%	310	4%
2 Disagree	1	2%	2	2%	87	1%
1 Strongly Disagree	1	2%	3	2%	99	1%
Total Responses	57		121		7,640	
Score		4.5		4.6		4.6
NA - Not Applicable	0		0		64	
No Response	0		5		251	



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

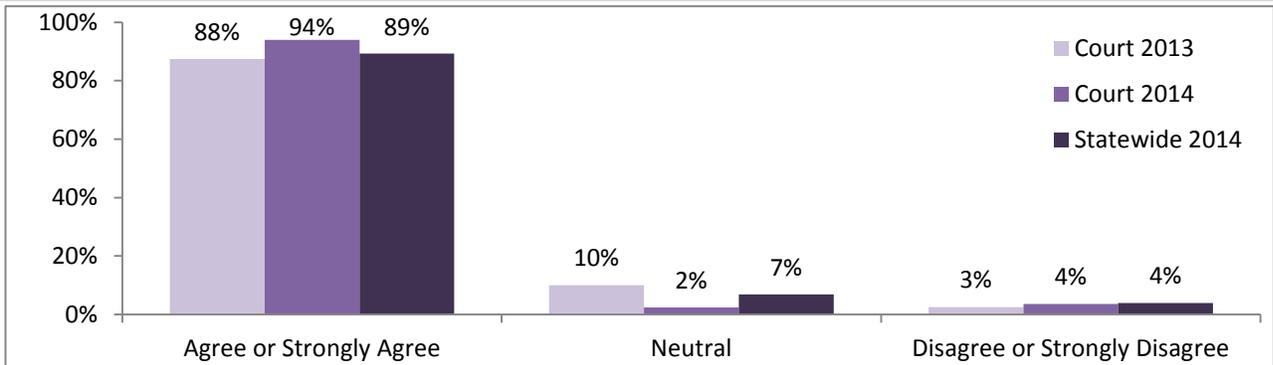
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	25	60%	59	67%	2,915	58%
4 Agree	9	21%	18	20%	1,256	25%
3 Neutral	5	12%	6	7%	508	10%
2 Disagree	0	0%	2	2%	162	3%
1 Strongly Disagree	3	7%	3	3%	174	3%
Total Responses	42		88		5,015	
Score		4.3		4.5		4.3
NA - Not Applicable	5		18		1,060	
No Response	10		20		1,880	



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

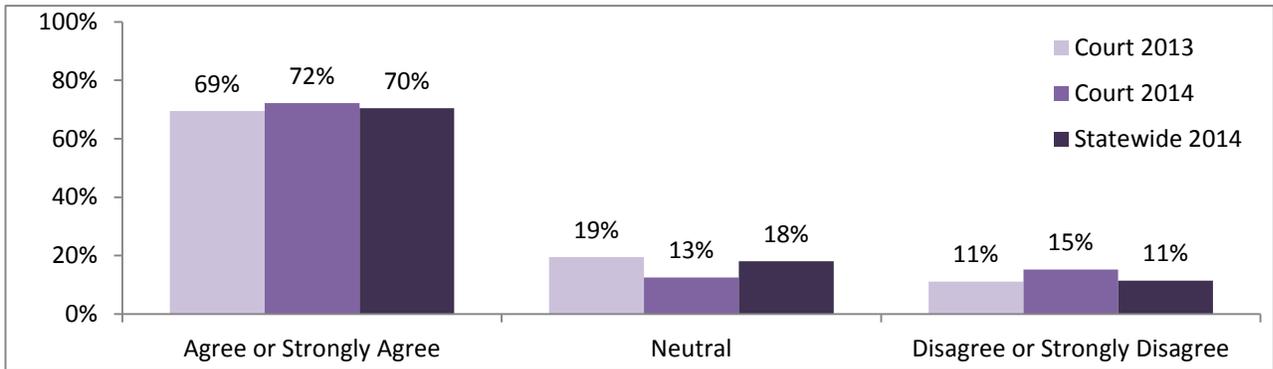
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	27	68%	63	76%	3,259	67%
4 Agree	8	20%	15	18%	1,109	23%
3 Neutral	4	10%	2	2%	336	7%
2 Disagree	0	0%	0	0%	91	2%
1 Strongly Disagree	1	3%	3	4%	98	2%
Total Responses	40		83		4,893	
Score		4.5		4.6		4.5
NA - Not Applicable	6		19		1,097	
No Response	11		24		1,965	



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

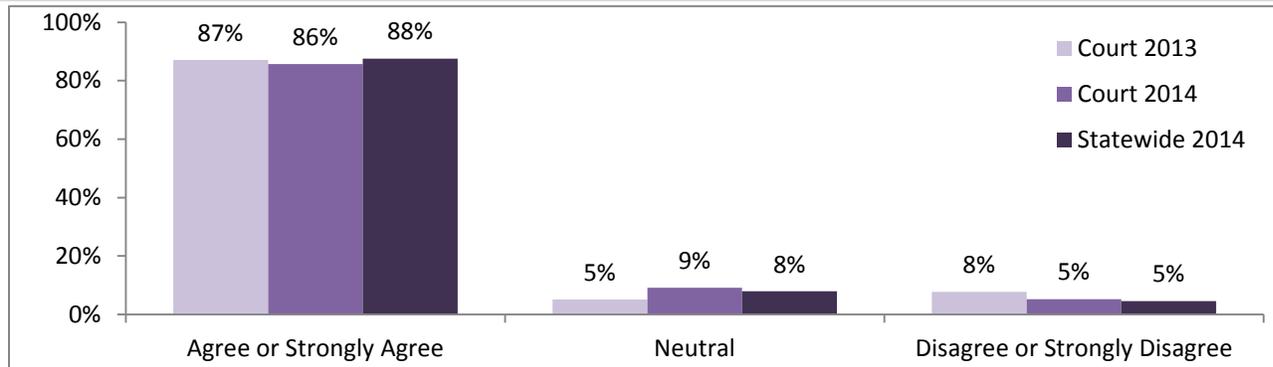
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	18	50%	40	56%	2,048	47%
4 Agree	7	19%	12	17%	999	23%
3 Neutral	7	19%	9	13%	783	18%
2 Disagree	2	6%	6	8%	242	6%
1 Strongly Disagree	2	6%	5	7%	253	6%
Total Responses	36		72		4,325	
Score		4.0		4.1		4.0
NA - Not Applicable	12		26		1,313	
No Response	9		28		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	25	64%	54	70%	2,750	61%
4 Agree	9	23%	12	16%	1,182	26%
3 Neutral	2	5%	7	9%	354	8%
2 Disagree	3	8%	0	0%	81	2%
1 Strongly Disagree	0	0%	4	5%	123	3%
Total Responses	39		77		4,490	
Score		4.4		4.5		4.4
NA - Not Applicable	9		21		1,137	
No Response	9		28		2,328	



45th 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	13	10%	1,467	19%
Criminal/probation	28	22%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	8	6%	404	5%
Estate/trust	0	0%	0	0%
File papers	3	2%	149	2%
Get information	2	2%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	11	9%	464	6%
PPO	0	0%	0	0%
Small claims	1	1%	171	2%
Traffic/Ticket	55	44%	2,693	35%
Other	11	9%	672	9%
Number of Respondents	126		7,679	
No Response	4		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	80	63%	4,580	62%
Agency Worker	1	1%	164	2%
Attorney/prosecutor	19	15%	903	12%
Family/friend of party to case	13	10%	791	11%
Juror	0	0%	188	3%
Witness	1	1%	196	3%
Other	9	7%	713	10%
Number of Respondents	126		7,402	
No Response	5		553	

45th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	70	56%	4,217	54%
Female	51	40%	3,262	42%
American Indian / Alaska Nat.	2	2%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	4	3%	153	2%
Black/African American	38	30%	1,367	18%
Hispanic/Latino	2	2%	246	3%
White/Caucasian	20	16%	3,004	39%
Other	0	0%	199	3%
Number of Respondents	126		7,785	
No Response	1		170	