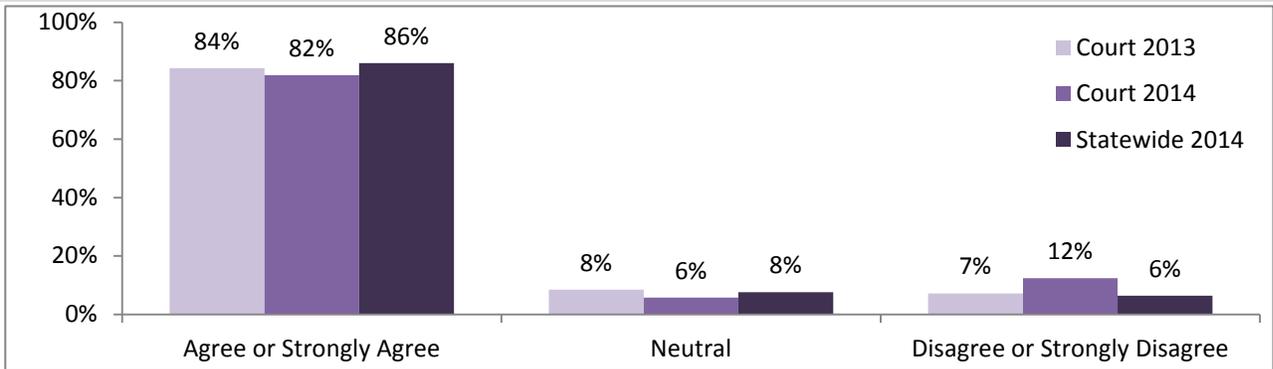


Questions 1 and 2 were directed to all respondents.

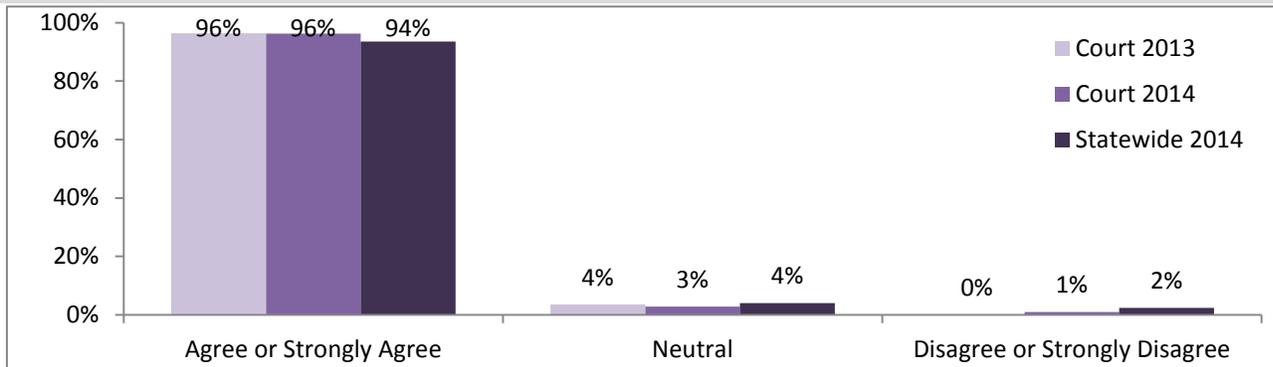
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	48	58%	62	59%	4,614	61%
4 Agree	22	27%	24	23%	1,901	25%
3 Neutral	7	8%	6	6%	574	8%
2 Disagree	5	6%	6	6%	229	3%
1 Strongly Disagree	1	1%	7	7%	254	3%
Total Responses	83		105		7,572	
Score		4.3		4.2		4.4
NA - Not Applicable	1		3		185	
No Response	0		0		198	



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

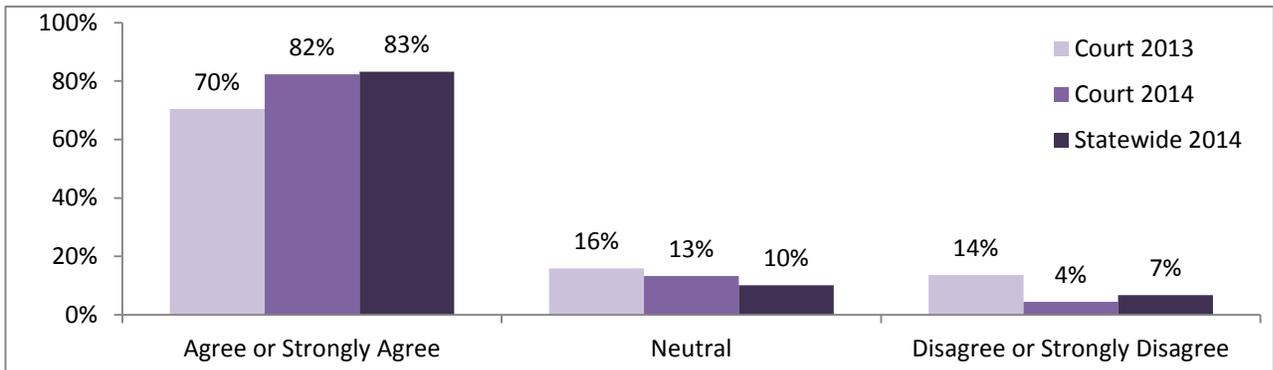
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	63	76%	85	79%	5,595	73%
4 Agree	17	20%	18	17%	1,549	20%
3 Neutral	3	4%	3	3%	310	4%
2 Disagree	0	0%	1	1%	87	1%
1 Strongly Disagree	0	0%	0	0%	99	1%
Total Responses	83		107		7,640	
Score		4.7		4.7		4.6
NA - Not Applicable	0		0		64	
No Response	1		1		251	



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

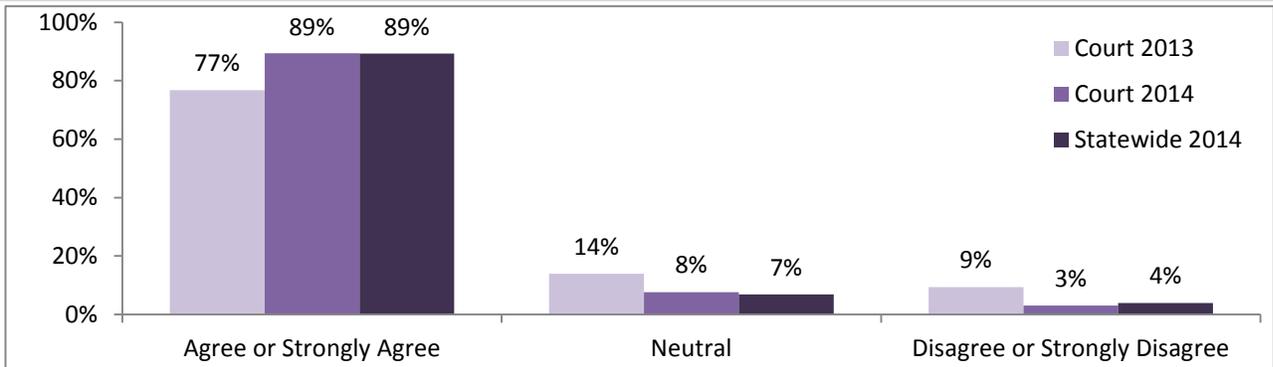
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	23	52%	42	62%	2,915	58%
4 Agree	8	18%	14	21%	1,256	25%
3 Neutral	7	16%	9	13%	508	10%
2 Disagree	4	9%	2	3%	162	3%
1 Strongly Disagree	2	5%	1	1%	174	3%
Total Responses	44		68		5,015	
Score		4.0		4.4		4.3
NA - Not Applicable	5		11		1,060	
No Response	35		29		1,880	



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

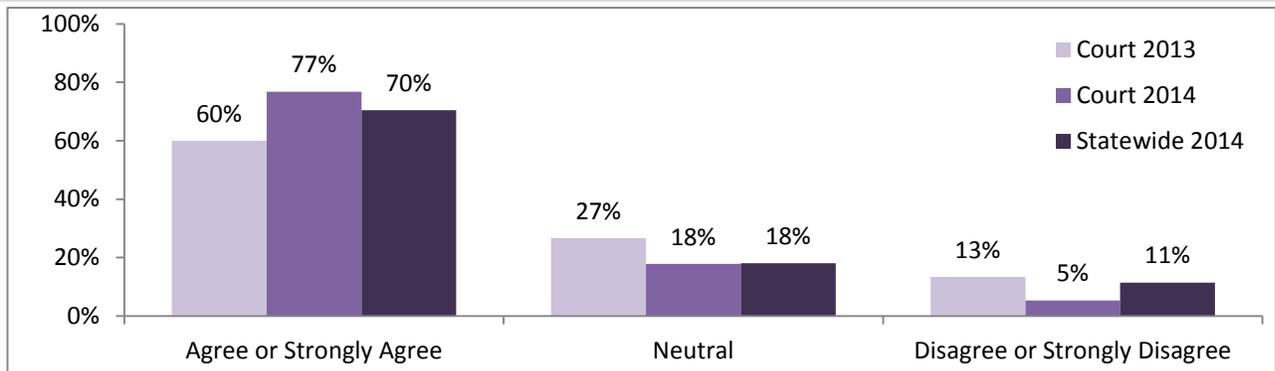
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	27	63%	45	68%	3,259	67%
4 Agree	6	14%	14	21%	1,109	23%
3 Neutral	6	14%	5	8%	336	7%
2 Disagree	3	7%	0	0%	91	2%
1 Strongly Disagree	1	2%	2	3%	98	2%
Total Responses	43		66		4,893	
Score		4.3		4.5		4.5
NA - Not Applicable	7		12		1,097	
No Response	34		30		1,965	



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

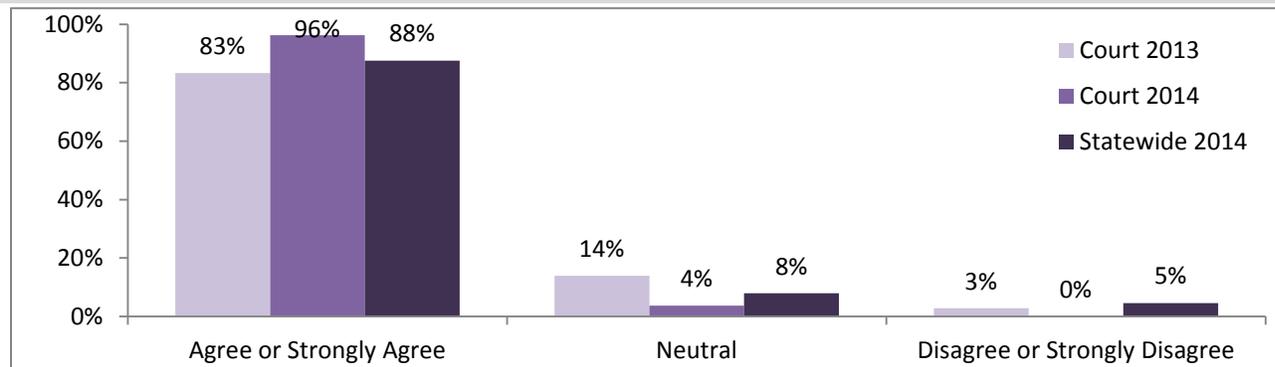
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	12	40%	26	46%	2,048	47%
4 Agree	6	20%	17	30%	999	23%
3 Neutral	8	27%	10	18%	783	18%
2 Disagree	3	10%	3	5%	242	6%
1 Strongly Disagree	1	3%	0	0%	253	6%
Total Responses	30		56		4,325	
Score		3.8		4.2		4.0
NA - Not Applicable	14		14		1,313	
No Response	40		38		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	20	56%	34	63%	2,750	61%
4 Agree	10	28%	18	33%	1,182	26%
3 Neutral	5	14%	2	4%	354	8%
2 Disagree	1	3%	0	0%	81	2%
1 Strongly Disagree	0	0%	0	0%	123	3%
Total Responses	36		54		4,490	
Score		4.4		4.6		4.4
NA - Not Applicable	9		15		1,137	
No Response	39		39		2,328	



48th 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	26	24%	1,467	19%
Criminal/probation	42	39%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	11	10%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	2	2%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	2	2%	464	6%
PPO	0	0%	0	0%
Small claims	2	2%	171	2%
Traffic/Ticket	30	28%	2,693	35%
Other	3	3%	672	9%
Number of Respondents	108		7,679	
No Response	0		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	76	70%	4,580	62%
Agency Worker	1	1%	164	2%
Attorney/prosecutor	14	13%	903	12%
Family/friend of party to case	7	6%	791	11%
Juror	0	0%	188	3%
Witness	2	2%	196	3%
Other	9	8%	713	10%
Number of Respondents	108		7,402	
No Response	1		553	

48th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	62	57%	4,217	54%
Female	42	39%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	1	1%	111	1%
Multiracial/biracial	2	2%	153	2%
Black/African American	10	9%	1,367	18%
Hispanic/Latino	2	2%	246	3%
White/Caucasian	45	42%	3,004	39%
Other	2	2%	199	3%
Number of Respondents	108		7,785	
No Response	1		170	