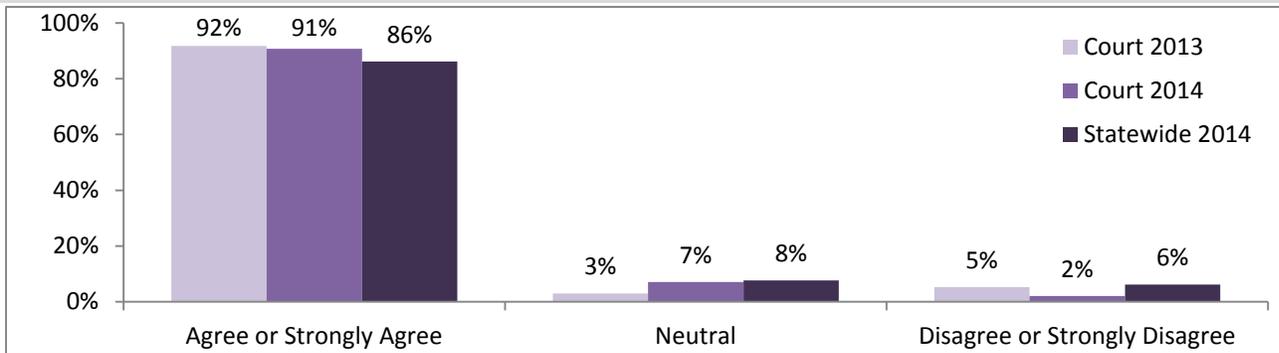


Questions 1 and 2 were directed to all respondents.

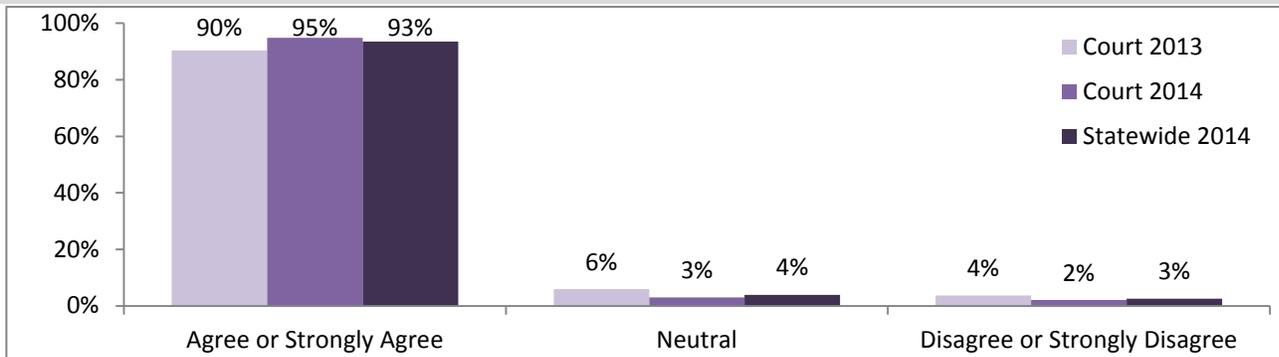
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	101	76%	232	71%	10,542	58%
4 Agree	21	16%	64	20%	5,044	28%
3 Neutral	4	3%	23	7%	1,394	8%
2 Disagree	1	1%	4	1%	563	3%
1 Strongly Disagree	6	5%	3	1%	550	3%
Total Responses	133		326		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	3		6		496	
No Response	0		1		317	



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

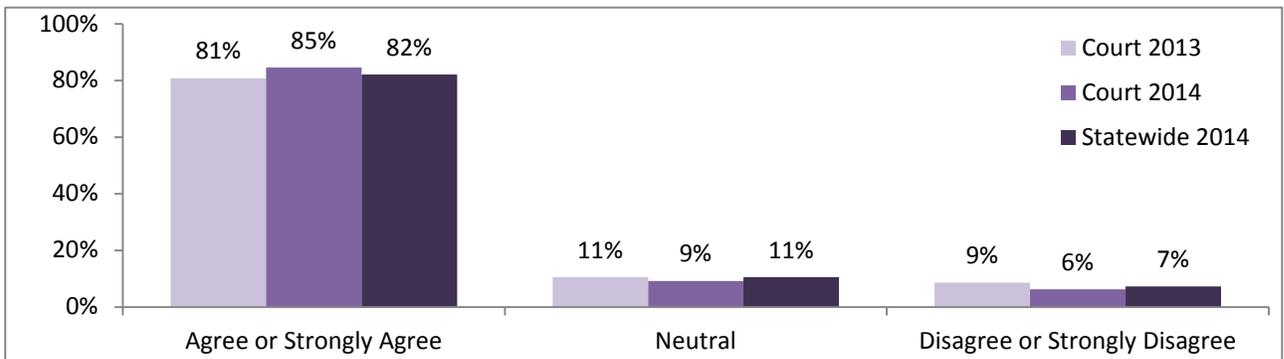
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	106	79%	266	81%	12,932	71%
4 Agree	15	11%	47	14%	4,133	23%
3 Neutral	8	6%	10	3%	719	4%
2 Disagree	2	1%	3	1%	244	1%
1 Strongly Disagree	3	2%	4	1%	238	1%
Total Responses	134		330		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	2		3		185	
No Response	0		0		455	



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

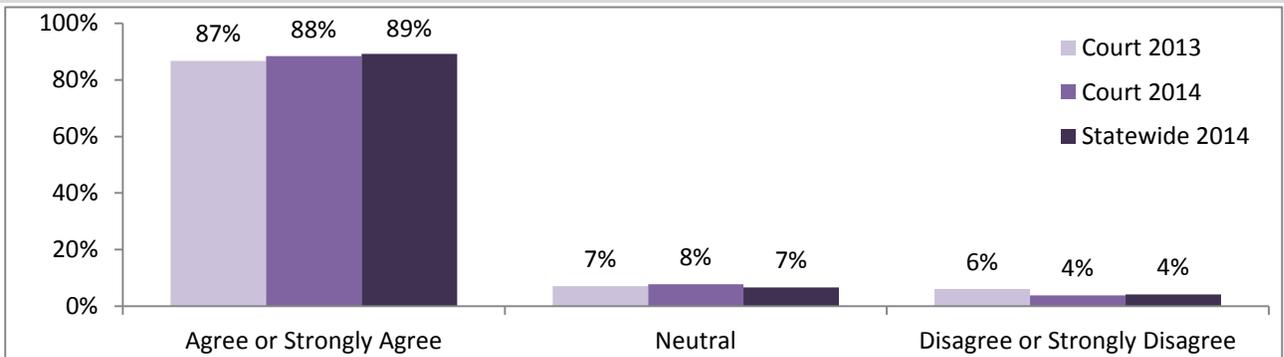
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	60	58%	138	67%	6,476	56%
4 Agree	24	23%	37	18%	3,072	26%
3 Neutral	11	11%	19	9%	1,229	11%
2 Disagree	5	5%	8	4%	387	3%
1 Strongly Disagree	4	4%	5	2%	456	4%
Total Responses	104		207		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	15		47		2,776	
No Response	17		79		4,510	



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

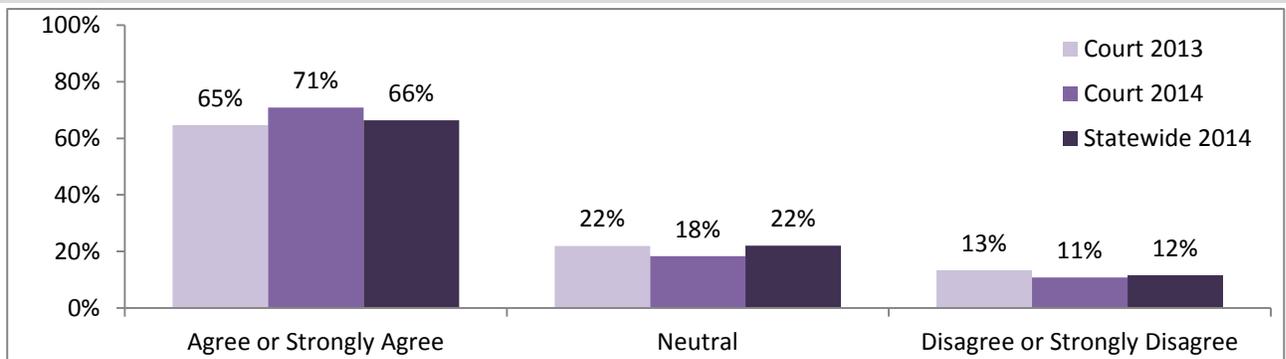
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	61	62%	156	76%	7,452	65%
4 Agree	24	24%	26	13%	2,758	24%
3 Neutral	7	7%	16	8%	762	7%
2 Disagree	4	4%	4	2%	194	2%
1 Strongly Disagree	2	2%	4	2%	286	2%
Total Responses	98		206		11,452	
Score		4.4		4.6		4.5
NA - Not Applicable	18		48		2,751	
No Response	20		79		4,703	



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

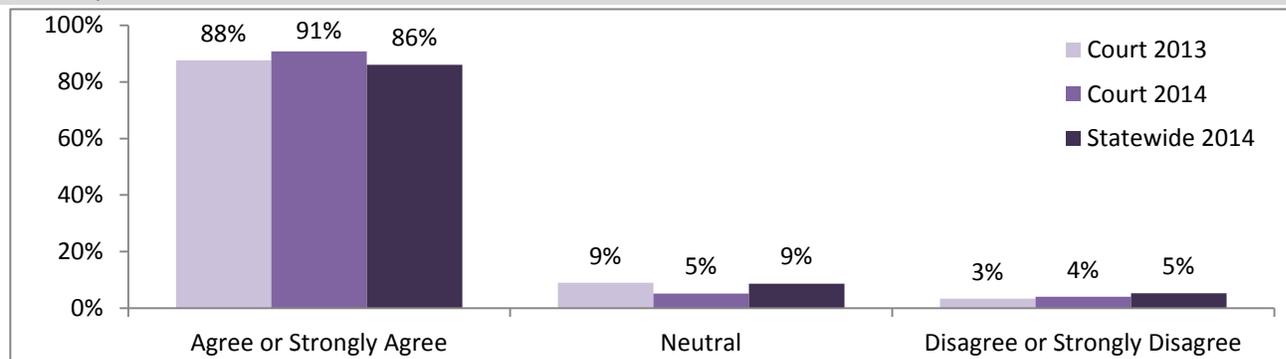
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	33	40%	75	47%	4,056	44%
4 Agree	20	24%	37	23%	2,001	22%
3 Neutral	18	22%	29	18%	2,013	22%
2 Disagree	4	5%	6	4%	485	5%
1 Strongly Disagree	7	9%	11	7%	568	6%
Total Responses	82		158		9,123	
Score	3.8		4.0		3.9	
NA - Not Applicable	28		75		3,741	
No Response	26		99		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	58	65%	123	71%	5,653	58%
4 Agree	20	22%	35	20%	2,660	28%
3 Neutral	8	9%	9	5%	839	9%
2 Disagree	1	1%	7	4%	207	2%
1 Strongly Disagree	2	2%	0	0%	307	3%
Total Responses	89		174		9,666	
Score	4.5		4.6		4.4	
NA - Not Applicable	20		60		3,197	
No Response	27		98		6,043	



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		County Courts Statewide 2014	
Child protective	0	0%	1,256	7%
Civil matter	76	23%	2,063	11%
Criminal/probation	120	36%	3,852	21%
Divorce/custody/support	0	0%	2,575	14%
Drug/sobriety court	48	14%	823	5%
Estate/trust	0	0%	601	3%
File papers	3	1%	879	5%
Get information	9	3%	714	4%
Guardianship/conservatorship	0	0%	1,200	7%
Juvenile delinquency	0	0%	592	3%
Make a payment	8	2%	830	5%
PPO	0	0%	358	2%
Small claims	10	3%	352	2%
Traffic/Ticket	52	16%	1,658	9%
Other	22	7%	2,454	13%
Number of Respondents	334		18,198	
No Response	1		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	193	58%	8,416	47%
Agency Worker	6	2%	944	5%
Attorney/prosecutor	39	12%	2,875	16%
Family/friend of party to case	35	10%	2,880	16%
Juror	8	2%	531	3%
Witness	7	2%	340	2%
Other	36	11%	2,406	13%
Number of Respondents	334		17,914	
No Response	13		992	

51st District Court

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

	Court 2014		County Courts Statewide 2014	
Male	189	57%	9,116	49%
Female	137	41%	8,643	47%
American Indian / Alaska Nat.	3	1%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	7	2%	224	1%
Black/African American	18	5%	1,556	8%
Hispanic/Latino	12	4%	548	3%
White/Caucasian	161	48%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	334		18,501	
No Response	1		405	