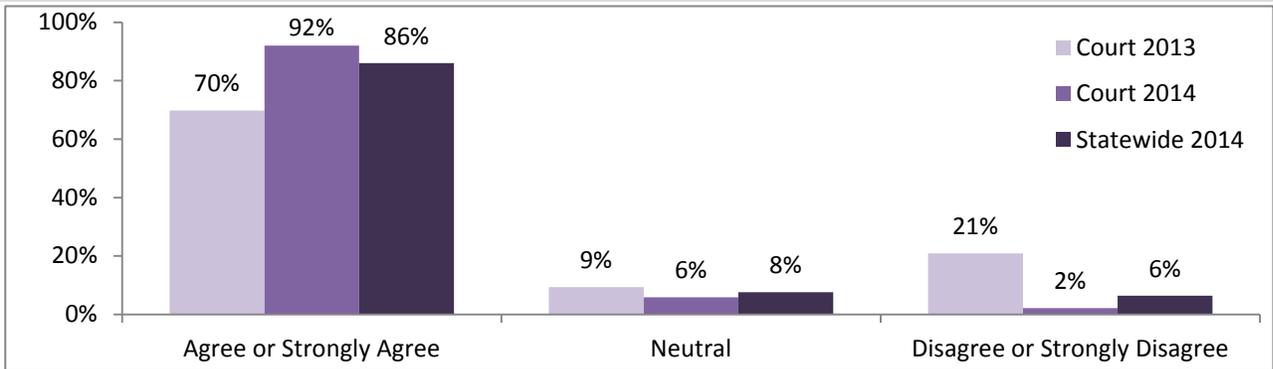


**Questions 1 and 2 were directed to all respondents.**

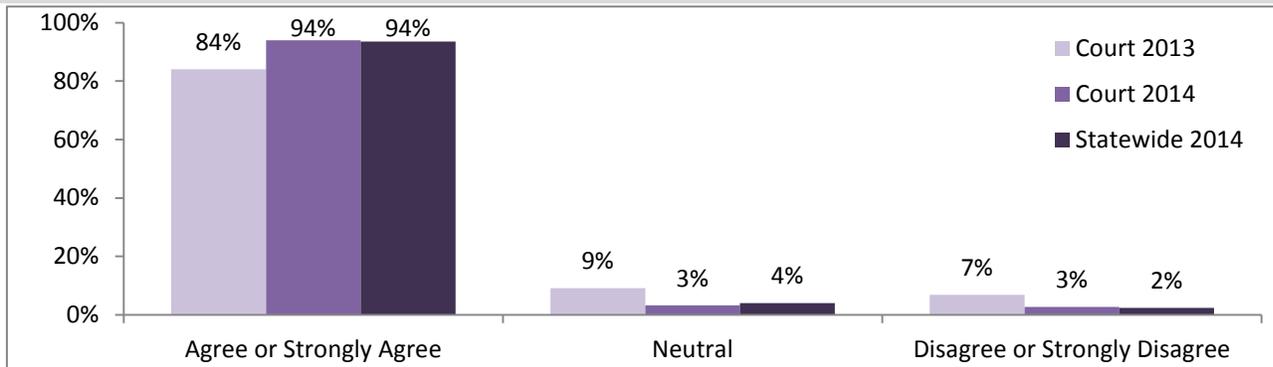
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	48	56%	137	73%	4,614	61%
4 Agree	12	14%	35	19%	1,901	25%
3 Neutral	8	9%	11	6%	574	8%
2 Disagree	9	10%	3	2%	229	3%
1 Strongly Disagree	9	10%	1	1%	254	3%
Total Responses	86		187		7,572	
Score		3.9		4.6		4.4
NA - Not Applicable	4		0		185	
No Response	2		1		198	



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

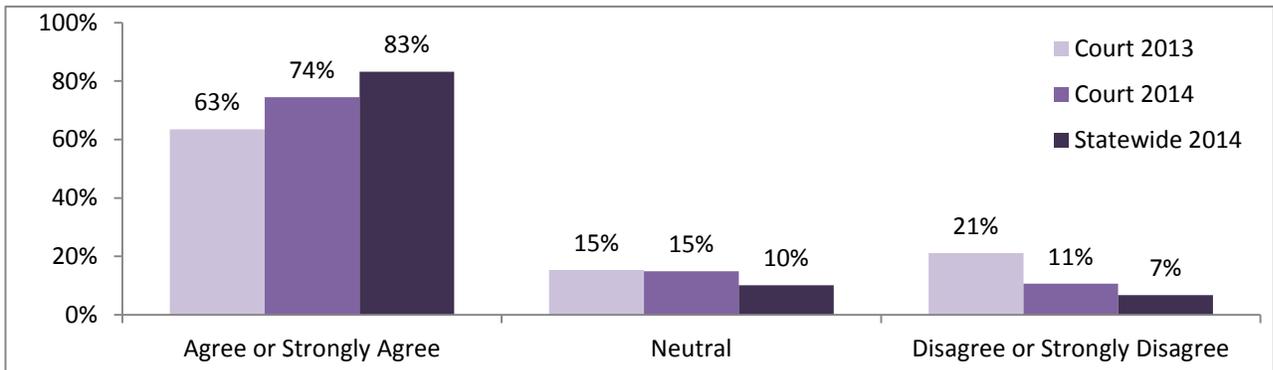
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	55	63%	151	82%	5,595	73%
4 Agree	19	22%	22	12%	1,549	20%
3 Neutral	8	9%	6	3%	310	4%
2 Disagree	3	3%	3	2%	87	1%
1 Strongly Disagree	3	3%	2	1%	99	1%
Total Responses	88		184		7,640	
Score		4.4		4.7		4.6
NA - Not Applicable	2		1		64	
No Response	2		3		251	



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

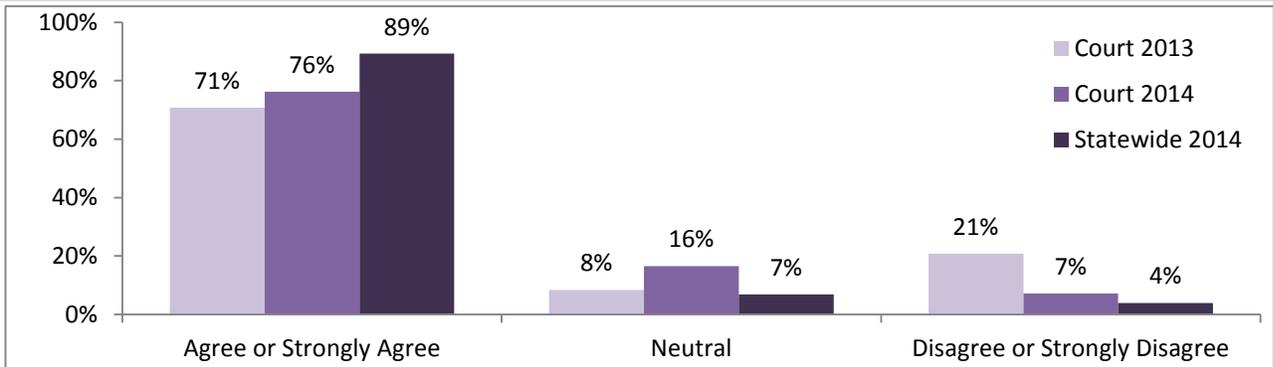
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	22	42%	51	54%	2,915	58%
4 Agree	11	21%	19	20%	1,256	25%
3 Neutral	8	15%	14	15%	508	10%
2 Disagree	5	10%	5	5%	162	3%
1 Strongly Disagree	6	12%	5	5%	174	3%
Total Responses	52		94		5,015	
Score		3.7		4.1		4.3
NA - Not Applicable	14		34		1,060	
No Response	26		60		1,880	



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

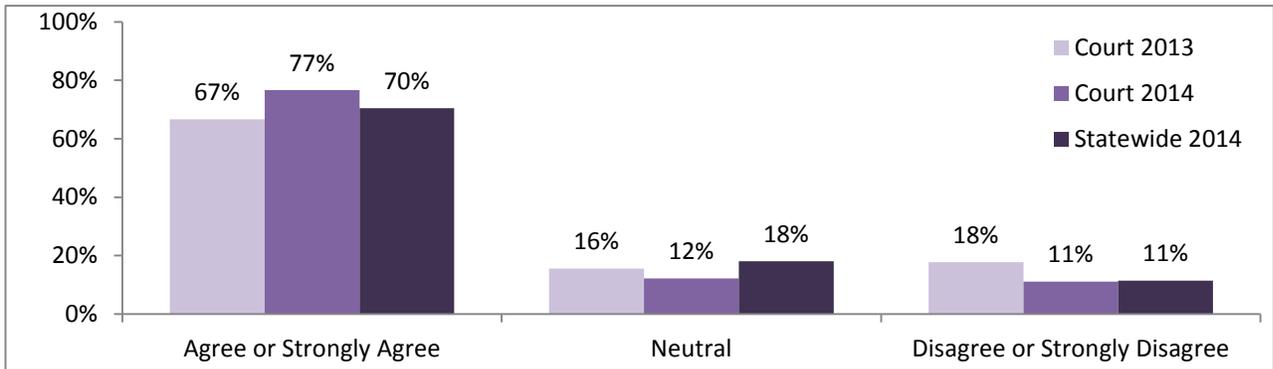
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	23	48%	54	56%	3,259	67%
4 Agree	11	23%	20	21%	1,109	23%
3 Neutral	4	8%	16	16%	336	7%
2 Disagree	8	17%	4	4%	91	2%
1 Strongly Disagree	2	4%	3	3%	98	2%
Total Responses	48		97		4,893	
Score		3.9		4.2		4.5
NA - Not Applicable	15		32		1,097	
No Response	29		59		1,965	



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

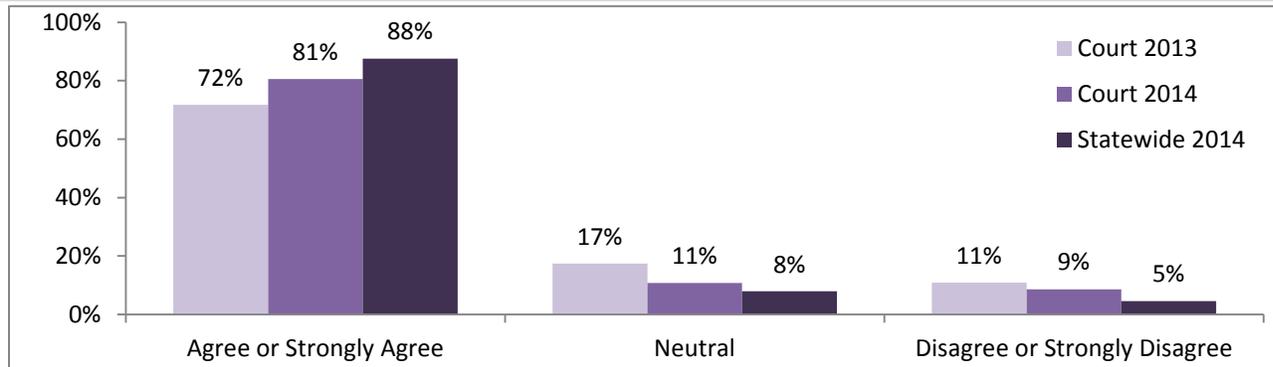
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	21	47%	51	57%	2,048	47%
4 Agree	9	20%	18	20%	999	23%
3 Neutral	7	16%	11	12%	783	18%
2 Disagree	4	9%	5	6%	242	6%
1 Strongly Disagree	4	9%	5	6%	253	6%
Total Responses	45		90		4,325	
Score		3.9		4.2		4.0
NA - Not Applicable	16		38		1,313	
No Response	31		60		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	22	48%	55	59%	2,750	61%
4 Agree	11	24%	20	22%	1,182	26%
3 Neutral	8	17%	10	11%	354	8%
2 Disagree	3	7%	3	3%	81	2%
1 Strongly Disagree	2	4%	5	5%	123	3%
Total Responses	46		93		4,490	
Score		4.0		4.3		4.4
NA - Not Applicable	15		34		1,137	
No Response	31		61		2,328	



68th 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	46	24%	1,467	19%
Criminal/probation	6	3%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	3	2%	404	5%
Estate/trust	0	0%	0	0%
File papers	20	11%	149	2%
Get information	9	5%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	33	18%	464	6%
PPO	0	0%	0	0%
Small claims	4	2%	171	2%
Traffic/Ticket	65	35%	2,693	35%
Other	15	8%	672	9%
Number of Respondents	188		7,679	
No Response	3		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	121	64%	4,580	62%
Agency Worker	3	2%	164	2%
Attorney/prosecutor	11	6%	903	12%
Family/friend of party to case	16	9%	791	11%
Juror	1	1%	188	3%
Witness	0	0%	196	3%
Other	22	12%	713	10%
Number of Respondents	188		7,402	
No Response	15		553	

68th District Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	93	49%	4,217	54%
Female	81	43%	3,262	42%
American Indian / Alaska Nat.	4	2%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	2	1%	153	2%
Black/African American	65	35%	1,367	18%
Hispanic/Latino	1	1%	246	3%
White/Caucasian	33	18%	3,004	39%
Other	1	1%	199	3%
Number of Respondents	188		7,785	
No Response	10		170	