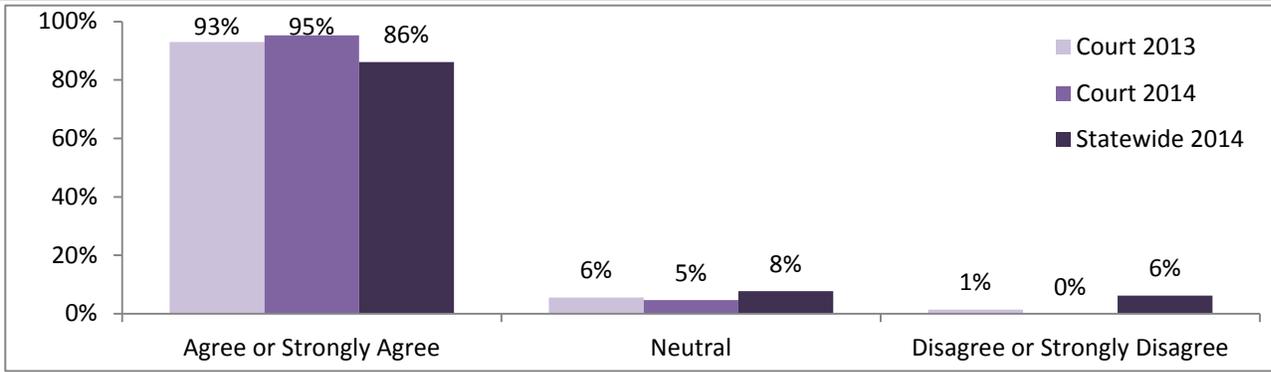


Questions 1 and 2 were directed to all respondents.

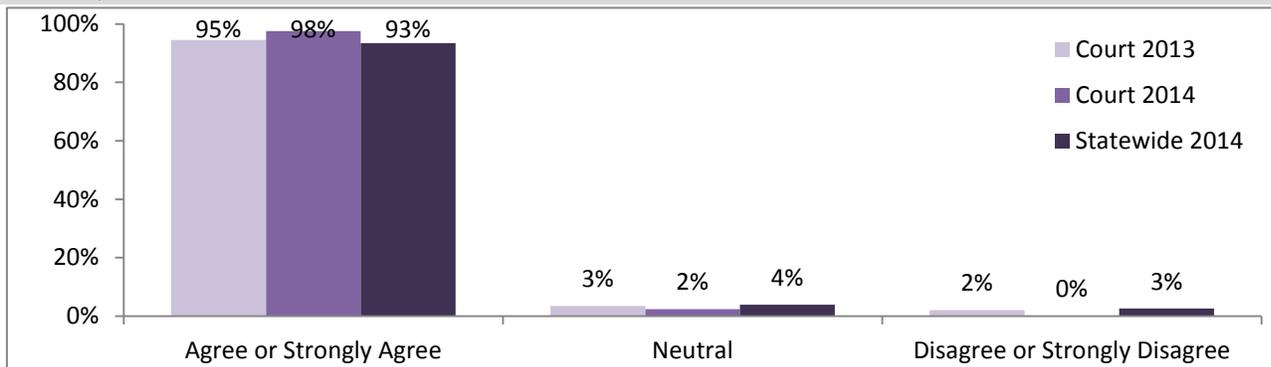
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	96	67%	81	63%	10,542	58%
4 Agree	37	26%	41	32%	5,044	28%
3 Neutral	8	6%	6	5%	1,394	8%
2 Disagree	0	0%	0	0%	563	3%
1 Strongly Disagree	2	1%	0	0%	550	3%
Total Responses	143		128		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	4		0		496	
No Response	4		1		317	



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

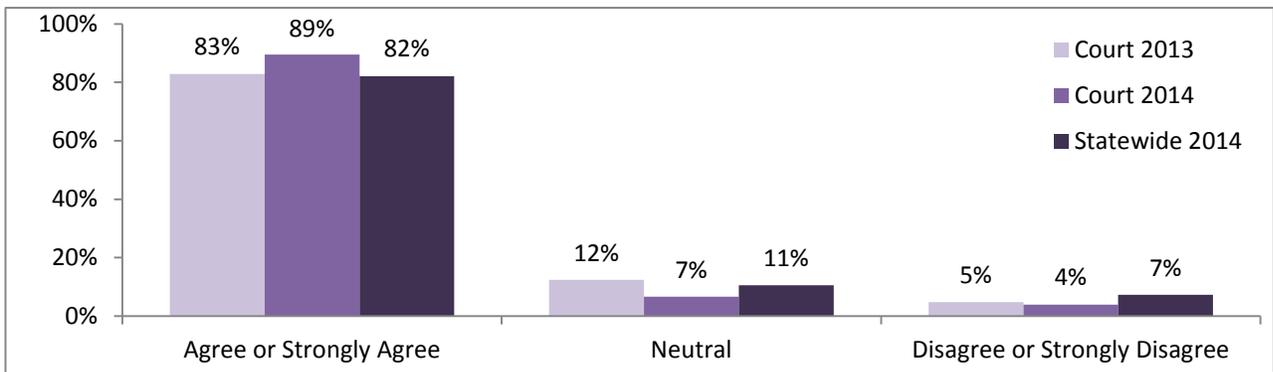
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	110	75%	92	74%	12,932	71%
4 Agree	28	19%	29	23%	4,133	23%
3 Neutral	5	3%	3	2%	719	4%
2 Disagree	1	1%	0	0%	244	1%
1 Strongly Disagree	2	1%	0	0%	238	1%
Total Responses	146		124		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	1		0		185	
No Response	4		5		455	



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

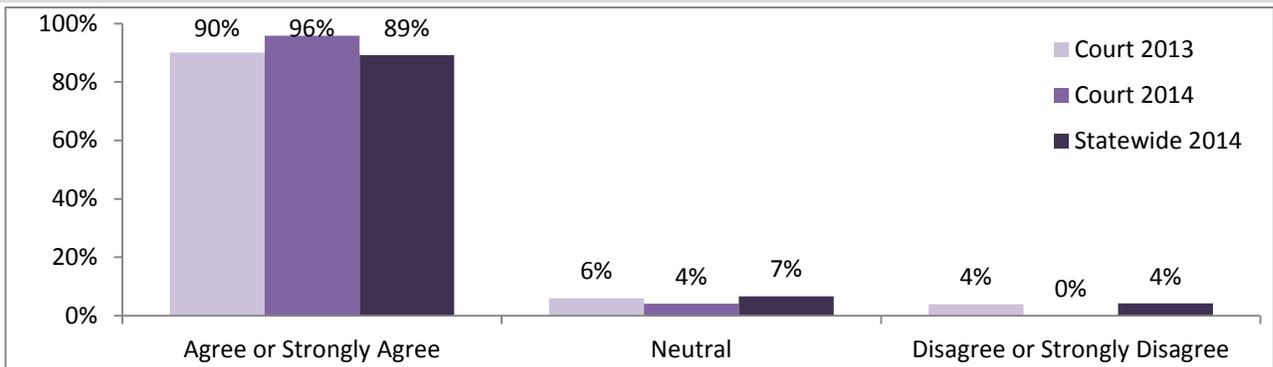
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	54%	38	50%	6,476	56%
4 Agree	30	29%	30	39%	3,072	26%
3 Neutral	13	12%	5	7%	1,229	11%
2 Disagree	2	2%	3	4%	387	3%
1 Strongly Disagree	3	3%	0	0%	456	4%
Total Responses	105		76		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	12		13		2,776	
No Response	34		40		4,510	



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

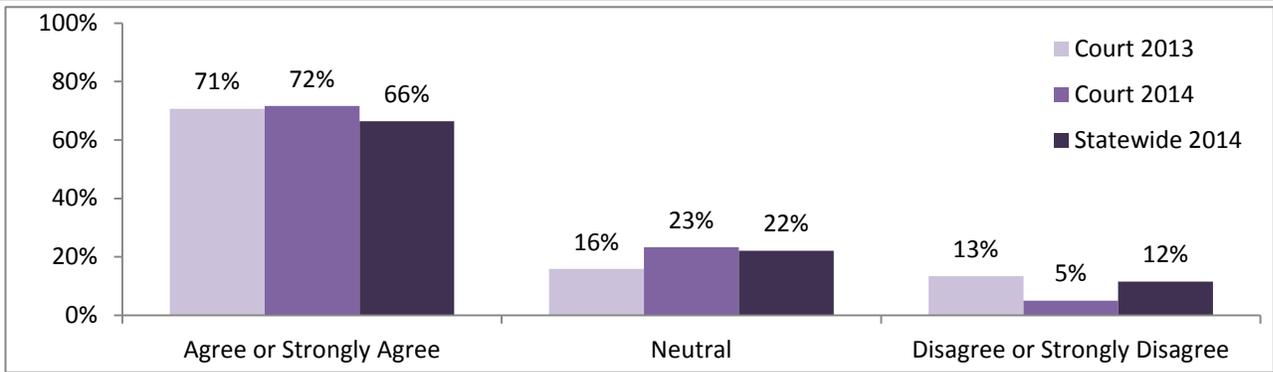
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	64	63%	41	56%	7,452	65%
4 Agree	27	27%	29	40%	2,758	24%
3 Neutral	6	6%	3	4%	762	7%
2 Disagree	3	3%	0	0%	194	2%
1 Strongly Disagree	1	1%	0	0%	286	2%
Total Responses	101		73		11,452	
Score		4.5		4.5		4.5
NA - Not Applicable	12		15		2,751	
No Response	38		41		4,703	



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

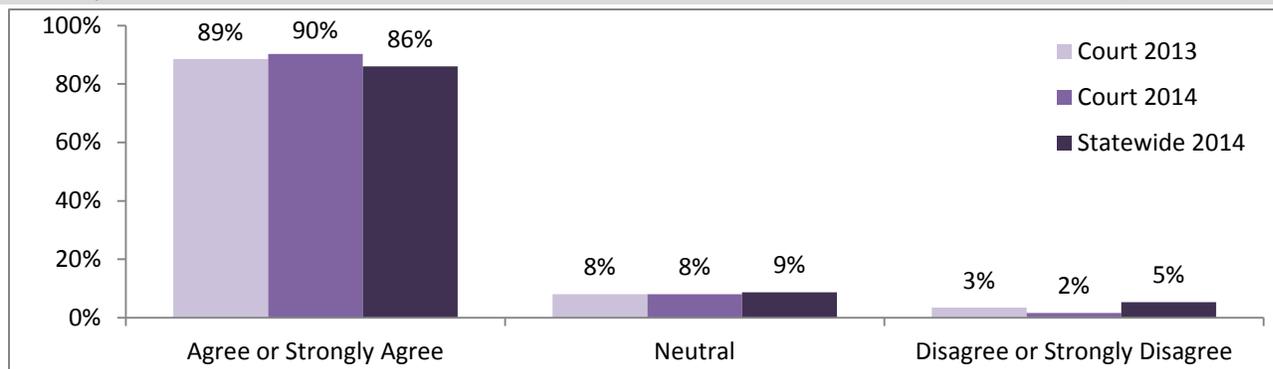
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	30	37%	27	45%	4,056	44%
4 Agree	28	34%	16	27%	2,001	22%
3 Neutral	13	16%	14	23%	2,013	22%
2 Disagree	5	6%	3	5%	485	5%
1 Strongly Disagree	6	7%	0	0%	568	6%
Total Responses	82		60		9,123	
Score		3.9		4.1		3.9
NA - Not Applicable	21		19		3,741	
No Response	48		50		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	48	55%	35	56%	5,653	58%
4 Agree	29	33%	21	34%	2,660	28%
3 Neutral	7	8%	5	8%	839	9%
2 Disagree	2	2%	1	2%	207	2%
1 Strongly Disagree	1	1%	0	0%	307	3%
Total Responses	87		62		9,666	
Score		4.4		4.5		4.4
NA - Not Applicable	17		19		3,197	
No Response	47		48		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	11	9%	1,256	7%
Civil matter	10	8%	2,063	11%
Criminal/probation	31	24%	3,852	21%
Divorce/custody/support	15	12%	2,575	14%
Drug/sobriety court	3	2%	823	5%
Estate/trust	4	3%	601	3%
File papers	11	9%	879	5%
Get information	14	11%	714	4%
Guardianship/conservatorship	6	5%	1,200	7%
Juvenile delinquency	5	4%	592	3%
Make a payment	6	5%	830	5%
PPO	1	1%	358	2%
Small claims	3	2%	352	2%
Traffic/Ticket	9	7%	1,658	9%
Other	15	12%	2,454	13%
Number of Respondents	129		18,198	
No Response	1		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	76	59%	8,416	47%
Agency Worker	6	5%	944	5%
Attorney/prosecutor	11	9%	2,875	16%
Family/friend of party to case	11	9%	2,880	16%
Juror	11	9%	531	3%
Witness	0	0%	340	2%
Other	12	9%	2,406	13%
Number of Respondents	129		17,914	
No Response	3		992	

Delta County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	55	43%	9,116	49%
Female	69	53%	8,643	47%
American Indian / Alaska Nat.	6	5%	409	2%
Asian	1	1%	123	1%
Multiracial/biracial	3	2%	224	1%
Black/African American	1	1%	1,556	8%
Hispanic/Latino	1	1%	548	3%
White/Caucasian	69	53%	9,568	52%
Other	1	1%	288	2%
Number of Respondents	129		18,501	
No Response	2		405	