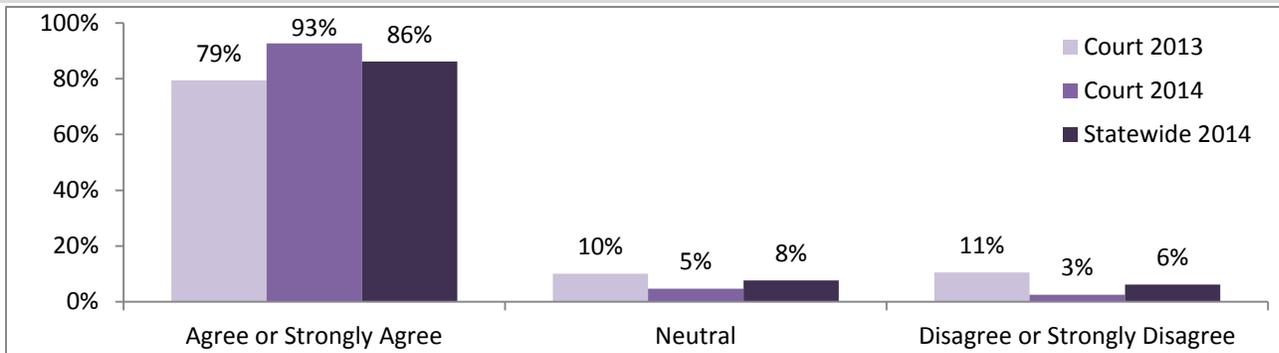


Questions 1 and 2 were directed to all respondents.

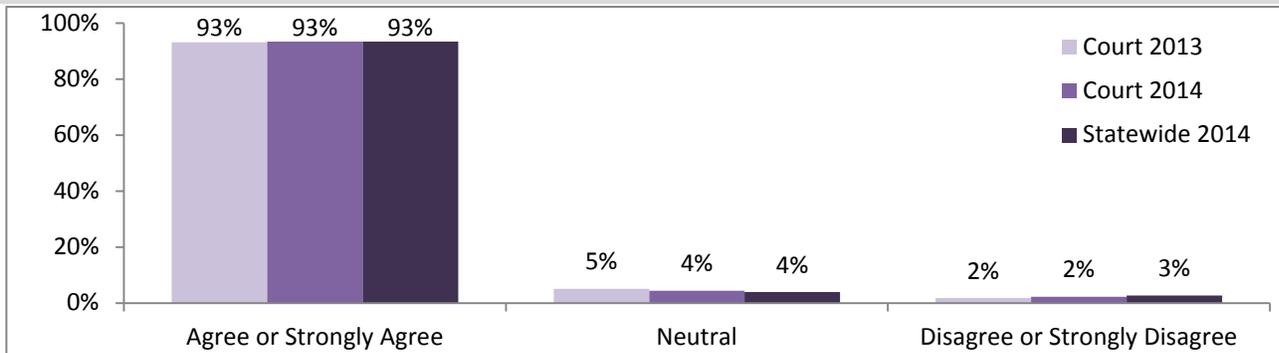
1) I was able to get my court business done in a reasonable amount of time today.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 196 | 50% | 178 | 65% | 10,542 | 58% |
| 4 Agree | 113 | 29% | 77 | 28% | 5,044 | 28% |
| 3 Neutral | 39 | 10% | 13 | 5% | 1,394 | 8% |
| 2 Disagree | 23 | 6% | 5 | 2% | 563 | 3% |
| 1 Strongly Disagree | 18 | 5% | 2 | 1% | 550 | 3% |
| Total Responses | 389 | | 275 | | 18,093 | |
| Score | | 4.1 | | 4.5 | | 4.4 |
| NA - Not Applicable | 11 | | 9 | | 496 | |
| No Response | 15 | | 9 | | 317 | |



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

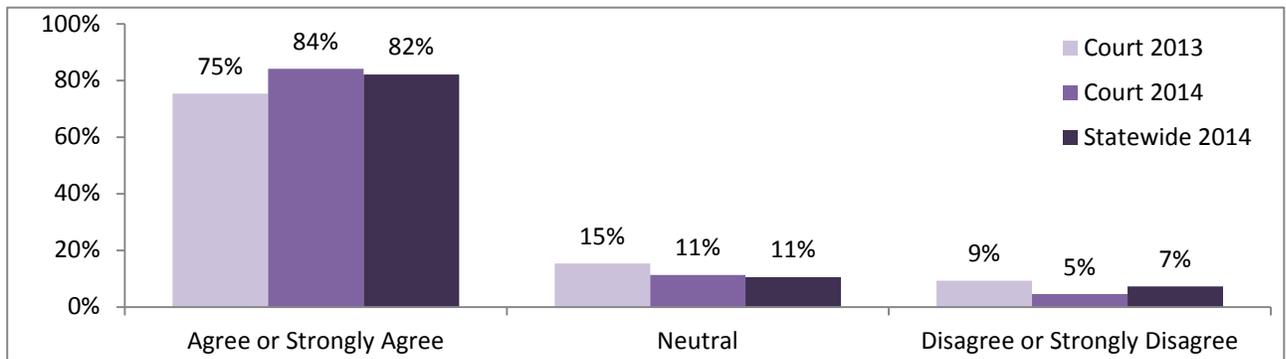
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 262 | 66% | 189 | 70% | 12,932 | 71% |
| 4 Agree | 108 | 27% | 64 | 24% | 4,133 | 23% |
| 3 Neutral | 20 | 5% | 12 | 4% | 719 | 4% |
| 2 Disagree | 3 | 1% | 5 | 2% | 244 | 1% |
| 1 Strongly Disagree | 4 | 1% | 1 | 0% | 238 | 1% |
| Total Responses | 397 | | 271 | | 18,266 | |
| Score | | 4.6 | | 4.6 | | 4.6 |
| NA - Not Applicable | 5 | | 5 | | 185 | |
| No Response | 14 | | 17 | | 455 | |



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

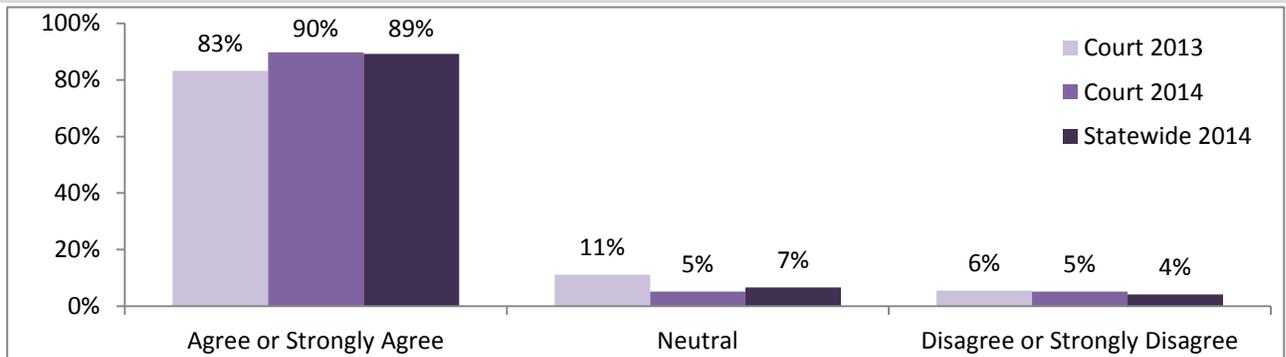
3) The way the case was handled was fair.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 148 | 49% | 101 | 57% | 6,476 | 56% |
| 4 Agree | 78 | 26% | 47 | 27% | 3,072 | 26% |
| 3 Neutral | 46 | 15% | 20 | 11% | 1,229 | 11% |
| 2 Disagree | 16 | 5% | 5 | 3% | 387 | 3% |
| 1 Strongly Disagree | 12 | 4% | 3 | 2% | 456 | 4% |
| Total Responses | 300 | | 176 | | 11,620 | |
| Score | | 4.1 | | 4.4 | | 4.3 |
| NA - Not Applicable | 37 | | 41 | | 2,776 | |
| No Response | 79 | | 75 | | 4,510 | |



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

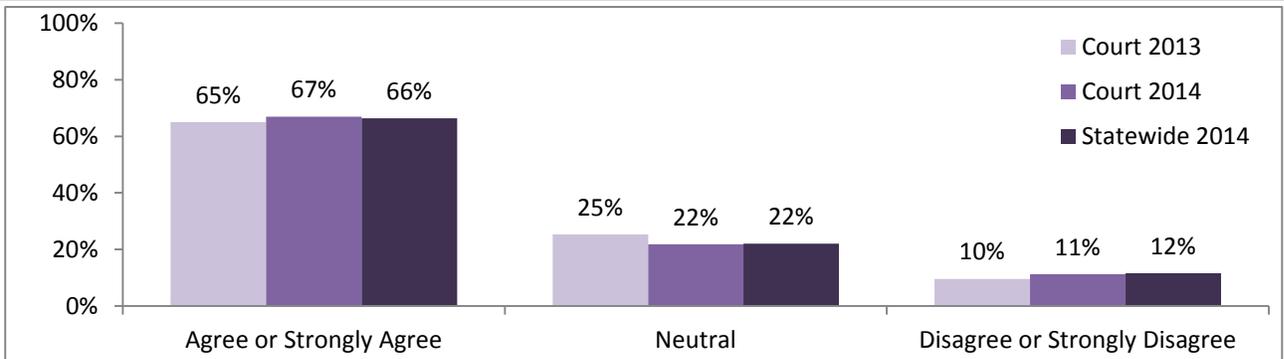
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 169 | 59% | 113 | 65% | 7,452 | 65% |
| 4 Agree | 70 | 24% | 44 | 25% | 2,758 | 24% |
| 3 Neutral | 32 | 11% | 9 | 5% | 762 | 7% |
| 2 Disagree | 8 | 3% | 8 | 5% | 194 | 2% |
| 1 Strongly Disagree | 8 | 3% | 1 | 1% | 286 | 2% |
| Total Responses | 287 | | 175 | | 11,452 | |
| Score | | 4.3 | | 4.5 | | 4.5 |
| NA - Not Applicable | 41 | | 39 | | 2,751 | |
| No Response | 88 | | 78 | | 4,703 | |



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

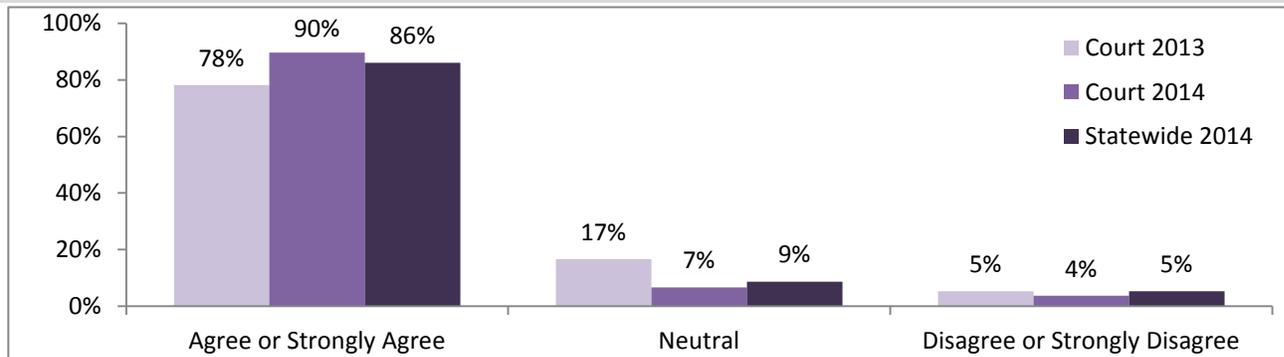
5) The outcome in my case was favorable to me.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|-----|------------|-----|------------------------------|-----|
| 5 Strongly Agree | 94 | 41% | 60 | 45% | 4,056 | 44% |
| 4 Agree | 55 | 24% | 29 | 22% | 2,001 | 22% |
| 3 Neutral | 58 | 25% | 29 | 22% | 2,013 | 22% |
| 2 Disagree | 12 | 5% | 11 | 8% | 485 | 5% |
| 1 Strongly Disagree | 10 | 4% | 4 | 3% | 568 | 6% |
| Total Responses | 229 | | 133 | | 9,123 | |
| Score | | 3.9 | | 4.0 | | 3.9 |
| NA - Not Applicable | 68 | | 67 | | 3,741 | |
| No Response | 119 | | 94 | | 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 | 133 | 54% | 86 | 64% | 5,653 | 58% |
| 4 Agree | 60 | 24% | 35 | 26% | 2,660 | 28% |
| 3 Neutral | 41 | 17% | 9 | 7% | 839 | 9% |
| 2 Disagree | 9 | 4% | 3 | 2% | 207 | 2% |
| 1 Strongly Disagree | 4 | 2% | 2 | 1% | 307 | 3% |
| Total Responses | 247 | | 135 | | 9,666 | |
| Score | | 4.3 | | 4.5 | | 4.4 |
| NA - Not Applicable | 49 | | 57 | | 3,197 | |
| No Response | 119 | | 101 | | 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 | 14 | 5% | 1,256 | 7% |
| Civil matter | 30 | 10% | 2,063 | 11% |
| Criminal/probation | 63 | 21% | 3,852 | 21% |
| Divorce/custody/support | 43 | 14% | 2,575 | 14% |
| Drug/sobriety court | 6 | 2% | 823 | 5% |
| Estate/trust | 6 | 2% | 601 | 3% |
| File papers | 20 | 7% | 879 | 5% |
| Get information | 18 | 6% | 714 | 4% |
| Guardianship/conservatorship | 18 | 6% | 1,200 | 7% |
| Juvenile delinquency | 2 | 1% | 592 | 3% |
| Make a payment | 15 | 5% | 830 | 5% |
| PPO | 4 | 1% | 358 | 2% |
| Small claims | 5 | 2% | 352 | 2% |
| Traffic/Ticket | 21 | 7% | 1,658 | 9% |
| Other | 58 | 20% | 2,454 | 13% |
| Number of Respondents | 297 | | 18,198 | |
| No Response | 10 | | 708 | |

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

| | Court 2014 | | County Courts Statewide 2014 | |
|--------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Party (Plaintiff/Defendant) | 120 | 40% | 8,416 | 47% |
| Agency Worker | 12 | 4% | 944 | 5% |
| Attorney/prosecutor | 52 | 18% | 2,875 | 16% |
| Family/friend of party to case | 45 | 15% | 2,880 | 16% |
| Juror | 13 | 4% | 531 | 3% |
| Witness | 5 | 2% | 340 | 2% |
| Other | 49 | 16% | 2,406 | 13% |
| Number of Respondents | 297 | | 17,914 | |
| No Response | 10 | | 992 | |

Jackson County Trial Courts

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

| | Court 2014 | | County Courts Statewide 2014 | |
|-------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Male | 159 | 54% | 9,116 | 49% |
| Female | 129 | 43% | 8,643 | 47% |
| American Indian / Alaska Nat. | 8 | 3% | 409 | 2% |
| Asian | 0 | 0% | 123 | 1% |
| Multiracial/biracial | 2 | 1% | 224 | 1% |
| Black/African American | 28 | 9% | 1,556 | 8% |
| Hispanic/Latino | 10 | 3% | 548 | 3% |
| White/Caucasian | 150 | 51% | 9,568 | 52% |
| Other | 4 | 1% | 288 | 2% |
| Number of Respondents | 297 | | 18,501 | |
| No Response | 2 | | 405 | |