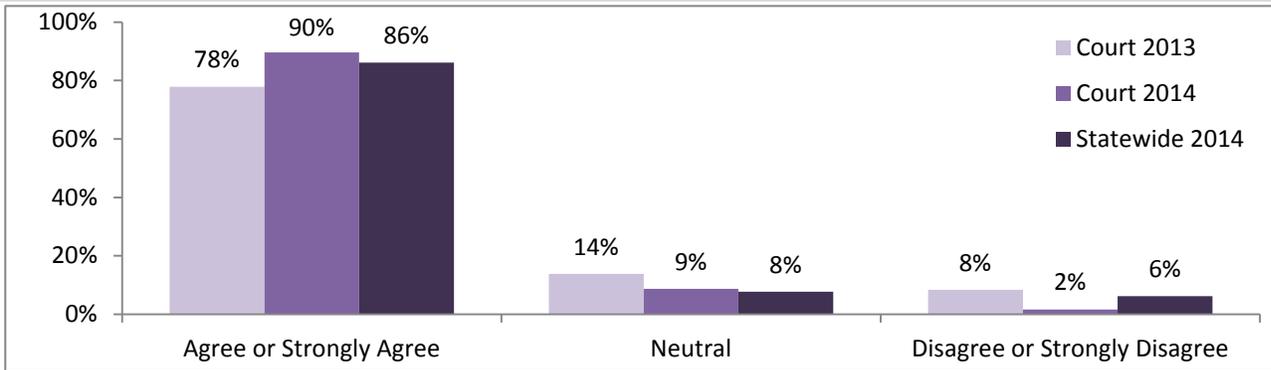


Questions 1 and 2 were directed to all respondents.

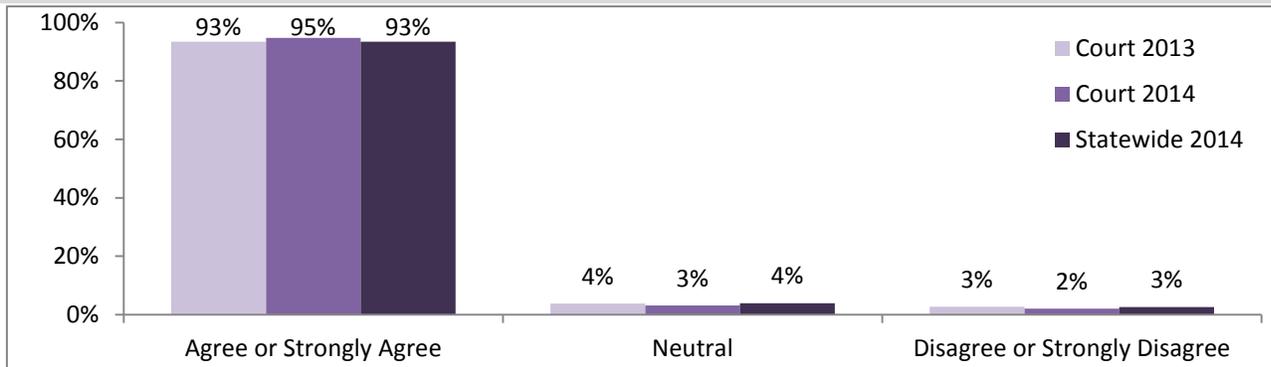
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	90	54%	88	48%	10,542	58%
4 Agree	40	24%	77	42%	5,044	28%
3 Neutral	23	14%	16	9%	1,394	8%
2 Disagree	9	5%	2	1%	563	3%
1 Strongly Disagree	5	3%	1	1%	550	3%
Total Responses	167		184		18,093	
Score		4.2		4.4		4.4
NA - Not Applicable	13		10		496	
No Response	4		6		317	



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

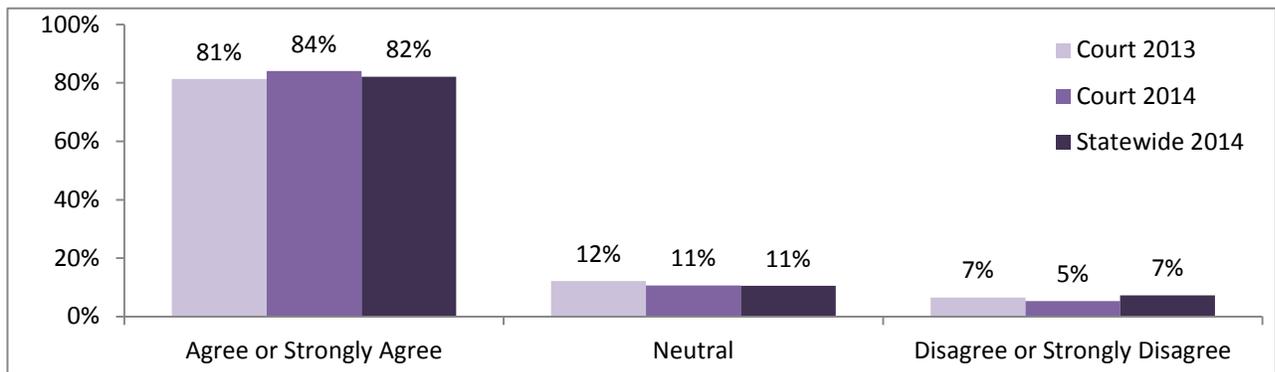
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	130	71%	125	66%	12,932	71%
4 Agree	40	22%	55	29%	4,133	23%
3 Neutral	7	4%	6	3%	719	4%
2 Disagree	1	1%	3	2%	244	1%
1 Strongly Disagree	4	2%	1	1%	238	1%
Total Responses	182		190		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	2		8		185	
No Response	0		2		455	



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

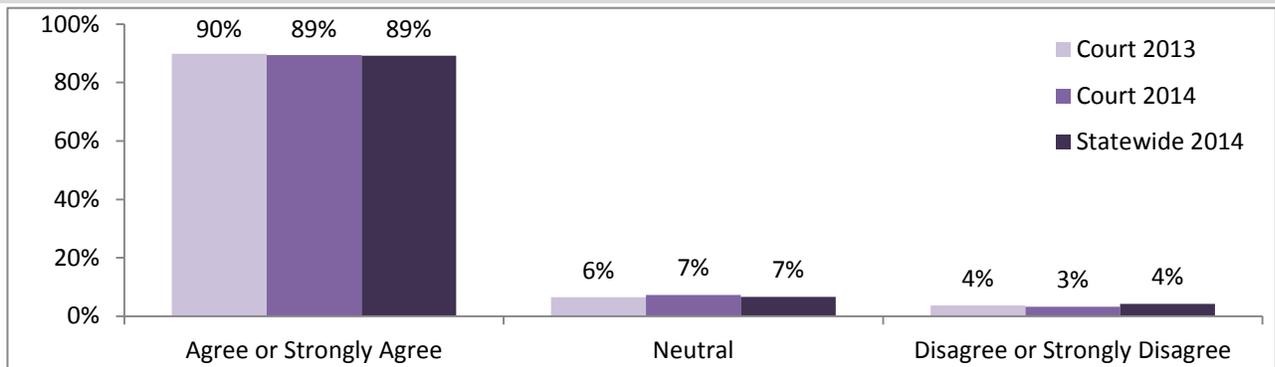
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	56	52%	61	54%	6,476	56%
4 Agree	31	29%	34	30%	3,072	26%
3 Neutral	13	12%	12	11%	1,229	11%
2 Disagree	2	2%	2	2%	387	3%
1 Strongly Disagree	5	5%	4	4%	456	4%
Total Responses	107		113		11,620	
Score		4.2		4.3		4.3
NA - Not Applicable	24		36		2,776	
No Response	53		51		4,510	



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

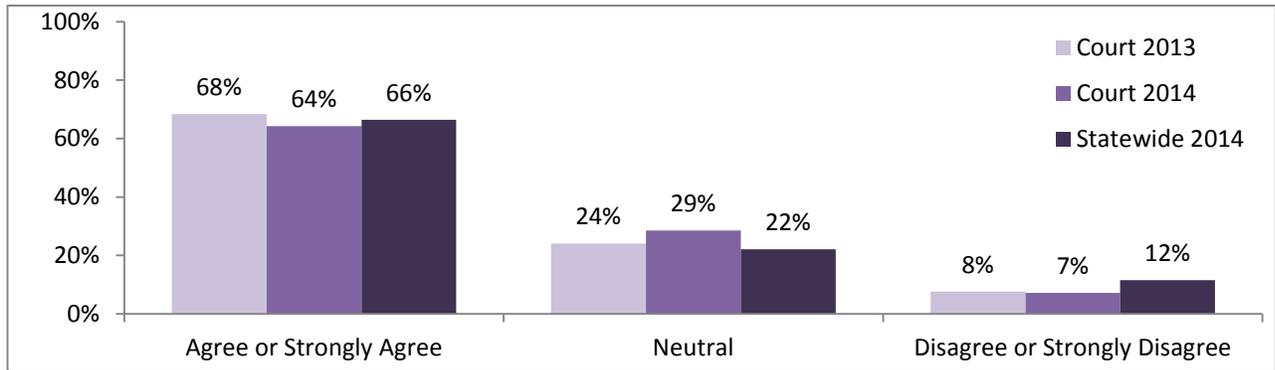
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	68	63%	80	65%	7,452	65%
4 Agree	29	27%	30	24%	2,758	24%
3 Neutral	7	6%	9	7%	762	7%
2 Disagree	1	1%	0	0%	194	2%
1 Strongly Disagree	3	3%	4	3%	286	2%
Total Responses	108		123		11,452	
Score		4.5		4.5		4.5
NA - Not Applicable	22		30		2,751	
No Response	54		47		4,703	



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

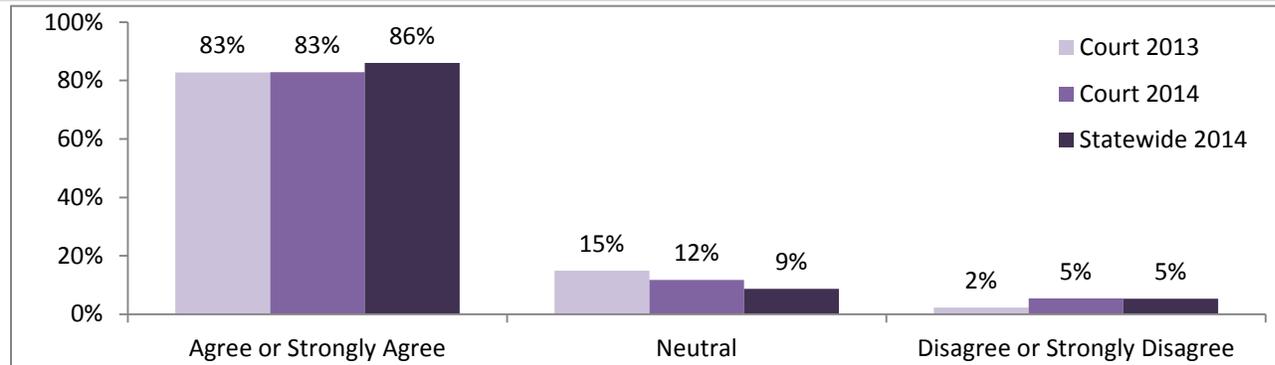
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	35	44%	45	46%	4,056	44%
4 Agree	19	24%	18	18%	2,001	22%
3 Neutral	19	24%	28	29%	2,013	22%
2 Disagree	2	3%	1	1%	485	5%
1 Strongly Disagree	4	5%	6	6%	568	6%
Total Responses	79		98		9,123	
Score		4.0		4.0		3.9
NA - Not Applicable	37		42		3,741	
No Response	68		60		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	45	52%	64	58%	5,653	58%
4 Agree	27	31%	28	25%	2,660	28%
3 Neutral	13	15%	13	12%	839	9%
2 Disagree	0	0%	1	1%	207	2%
1 Strongly Disagree	2	2%	5	5%	307	3%
Total Responses	87		111		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	30		32		3,197	
No Response	67		57		6,043	



Lake and Mason Trial Courts

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	28	14%	1,256	7%
Civil matter	23	12%	2,063	11%
Criminal/probation	22	11%	3,852	21%
Divorce/custody/support	41	21%	2,575	14%
Drug/sobriety court	13	7%	823	5%
Estate/trust	4	2%	601	3%
File papers	8	4%	879	5%
Get information	5	3%	714	4%
Guardianship/conservatorship	8	4%	1,200	7%
Juvenile delinquency	0	0%	592	3%
Make a payment	8	4%	830	5%
PPO	3	2%	358	2%
Small claims	5	3%	352	2%
Traffic/Ticket	32	16%	1,658	9%
Other	22	11%	2,454	13%
Number of Respondents	200		18,198	
No Response	15		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	89	45%	8,416	47%
Agency Worker	11	6%	944	5%
Attorney/prosecutor	13	7%	2,875	16%
Family/friend of party to case	27	14%	2,880	16%
Juror	14	7%	531	3%
Witness	2	1%	340	2%
Other	35	18%	2,406	13%
Number of Respondents	200		17,914	
No Response	10		992	

Lake and Mason Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	93	47%	9,116	49%
Female	93	47%	8,643	47%
American Indian / Alaska Nat.	4	2%	409	2%
Asian	1	1%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	6	3%	1,556	8%
Hispanic/Latino	7	4%	548	3%
White/Caucasian	103	52%	9,568	52%
Other	3	2%	288	2%
Number of Respondents	200		18,501	
No Response	6		405	