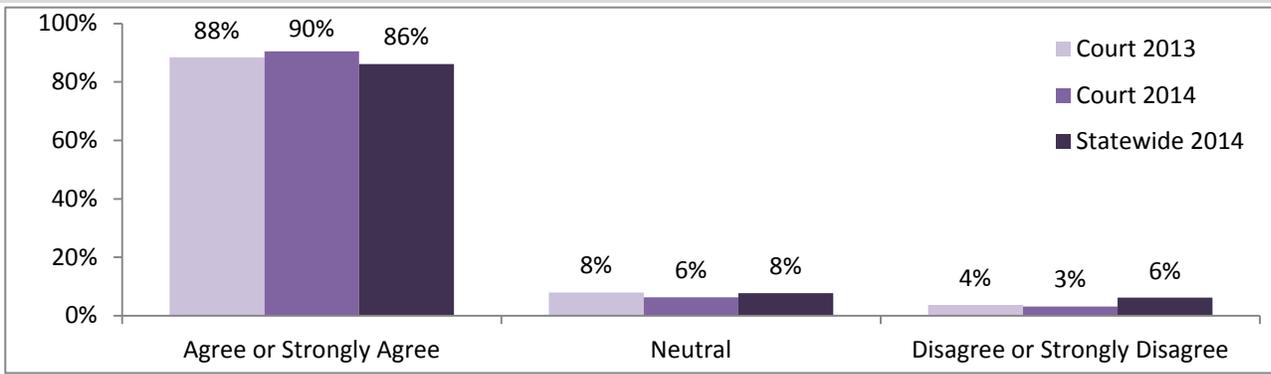


**Questions 1 and 2 were directed to all respondents.**

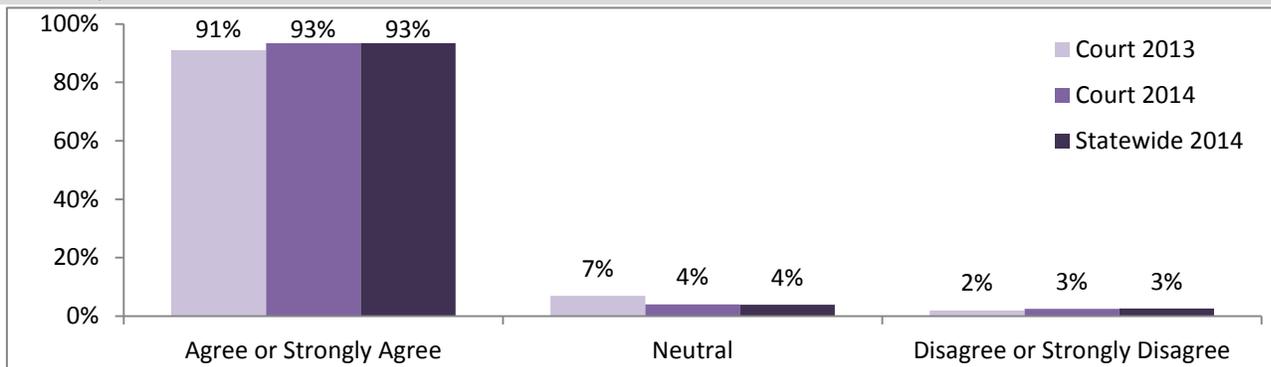
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	109	57%	218	69%	10,542	58%
4 Agree	59	31%	67	21%	5,044	28%
3 Neutral	15	8%	20	6%	1,394	8%
2 Disagree	5	3%	4	1%	563	3%
1 Strongly Disagree	2	1%	6	2%	550	3%
Total Responses	190		315		18,093	
Score		4.4		4.5		4.4
NA - Not Applicable	13		5		496	
No Response	4		0		317	



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

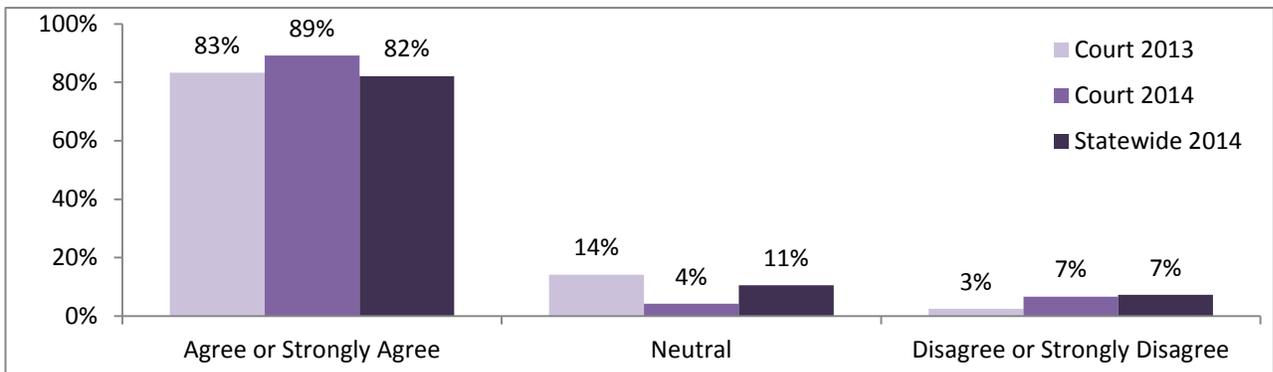
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	137	69%	247	77%	12,932	71%
4 Agree	45	23%	52	16%	4,133	23%
3 Neutral	14	7%	13	4%	719	4%
2 Disagree	3	2%	4	1%	244	1%
1 Strongly Disagree	1	1%	4	1%	238	1%
Total Responses	200		320		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	4		0		185	
No Response	3		0		455	



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

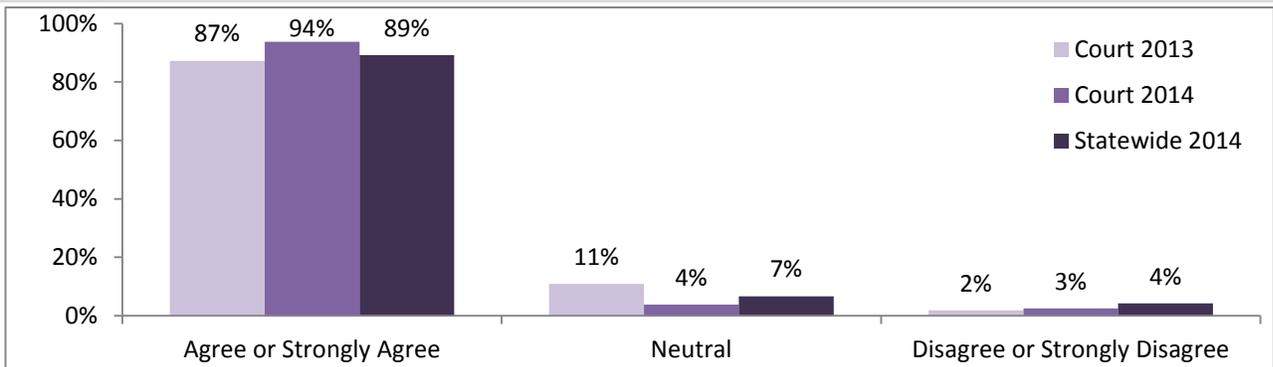
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	66	55%	108	65%	6,476	56%
4 Agree	34	28%	40	24%	3,072	26%
3 Neutral	17	14%	7	4%	1,229	11%
2 Disagree	1	1%	6	4%	387	3%
1 Strongly Disagree	2	2%	5	3%	456	4%
Total Responses	120		166		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	31		67		2,776	
No Response	56		87		4,510	



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

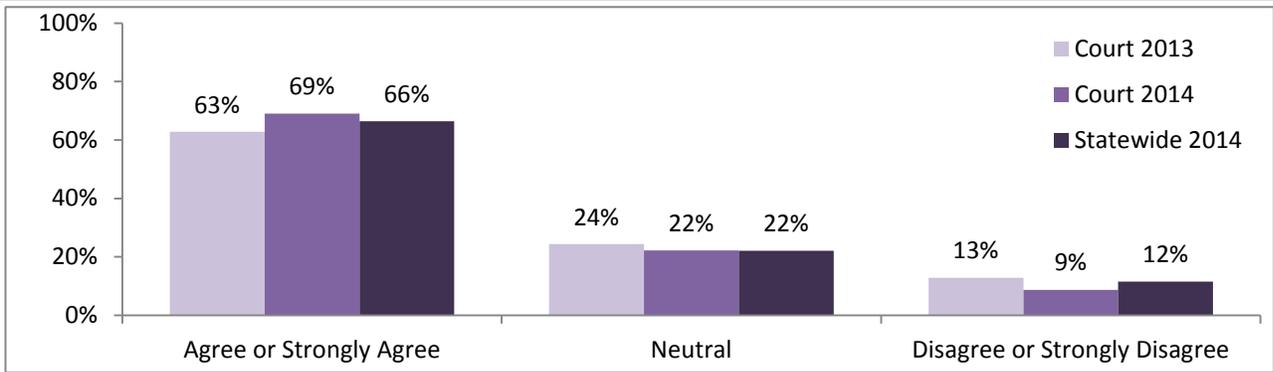
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	63	57%	121	76%	7,452	65%
4 Agree	33	30%	29	18%	2,758	24%
3 Neutral	12	11%	6	4%	762	7%
2 Disagree	1	1%	2	1%	194	2%
1 Strongly Disagree	1	1%	2	1%	286	2%
Total Responses	110		160		11,452	
Score		4.4		4.7		4.5
NA - Not Applicable	38		70		2,751	
No Response	59		90		4,703	



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

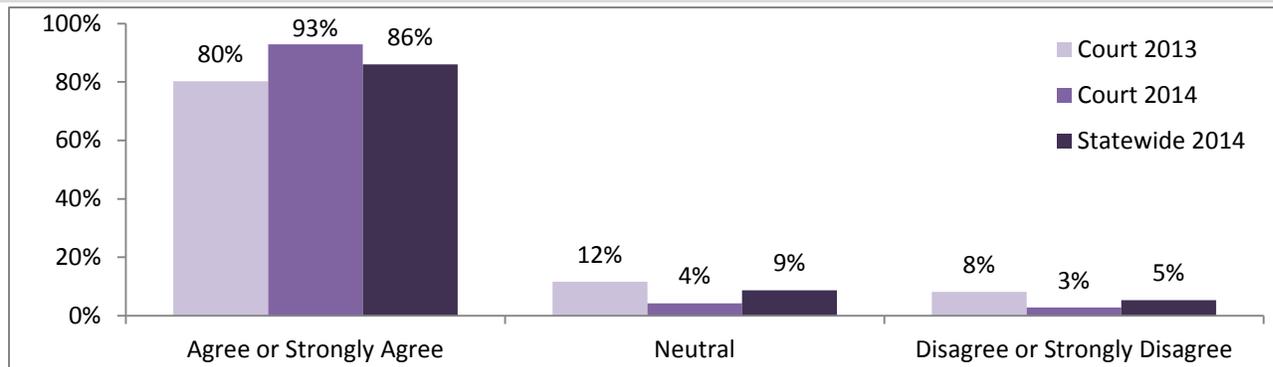
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	28	36%	63	50%	4,056	44%
4 Agree	21	27%	24	19%	2,001	22%
3 Neutral	19	24%	28	22%	2,013	22%
2 Disagree	8	10%	6	5%	485	5%
1 Strongly Disagree	2	3%	5	4%	568	6%
Total Responses	78		126		9,123	
Score		3.8		4.1		3.9
NA - Not Applicable	49		82		3,741	
No Response	80		112		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	44	51%	96	69%	5,653	58%
4 Agree	25	29%	34	24%	2,660	28%
3 Neutral	10	12%	6	4%	839	9%
2 Disagree	5	6%	1	1%	207	2%
1 Strongly Disagree	2	2%	3	2%	307	3%
Total Responses	86		140		9,666	
Score		4.2		4.6		4.4
NA - Not Applicable	43		68		3,197	
No Response	78		112		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	12	4%	1,256	7%
Civil matter	17	5%	2,063	11%
Criminal/probation	62	19%	3,852	21%
Divorce/custody/support	51	16%	2,575	14%
Drug/sobriety court	13	4%	823	5%
Estate/trust	10	3%	601	3%
File papers	17	5%	879	5%
Get information	10	3%	714	4%
Guardianship/conservatorship	13	4%	1,200	7%
Juvenile delinquency	19	6%	592	3%
Make a payment	26	8%	830	5%
PPO	9	3%	358	2%
Small claims	13	4%	352	2%
Traffic/Ticket	27	8%	1,658	9%
Other	39	12%	2,454	13%
Number of Respondents	320		18,198	
No Response	9		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	146	46%	8,416	47%
Agency Worker	13	4%	944	5%
Attorney/prosecutor	49	15%	2,875	16%
Family/friend of party to case	51	16%	2,880	16%
Juror	1	0%	531	3%
Witness	2	1%	340	2%
Other	50	16%	2,406	13%
Number of Respondents	320		17,914	
No Response	12		992	

Midland County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	168	53%	9,116	49%
Female	139	43%	8,643	47%
American Indian / Alaska Nat.	1	0%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	3	1%	224	1%
Black/African American	8	3%	1,556	8%
Hispanic/Latino	2	1%	548	3%
White/Caucasian	180	56%	9,568	52%
Other	0	0%	288	2%
Number of Respondents	320		18,501	
No Response	7		405	