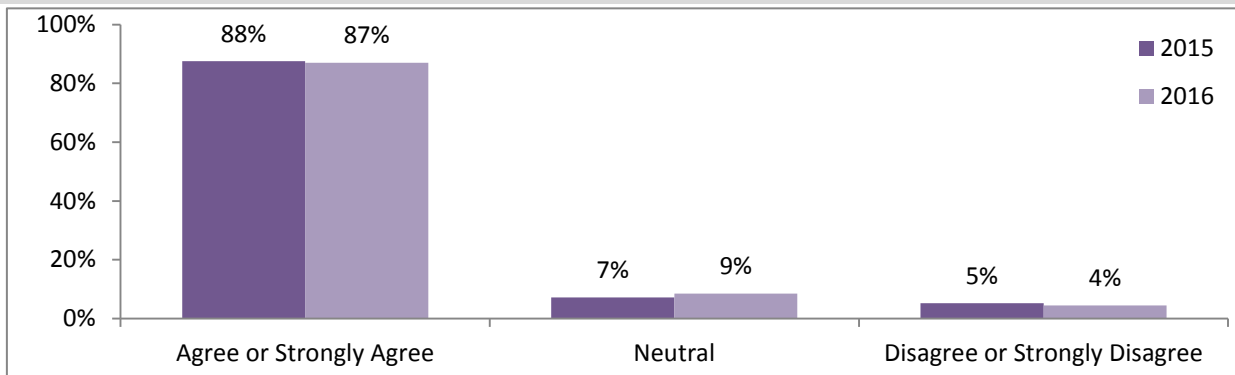


Questions 1 and 2 were directed to all respondents.

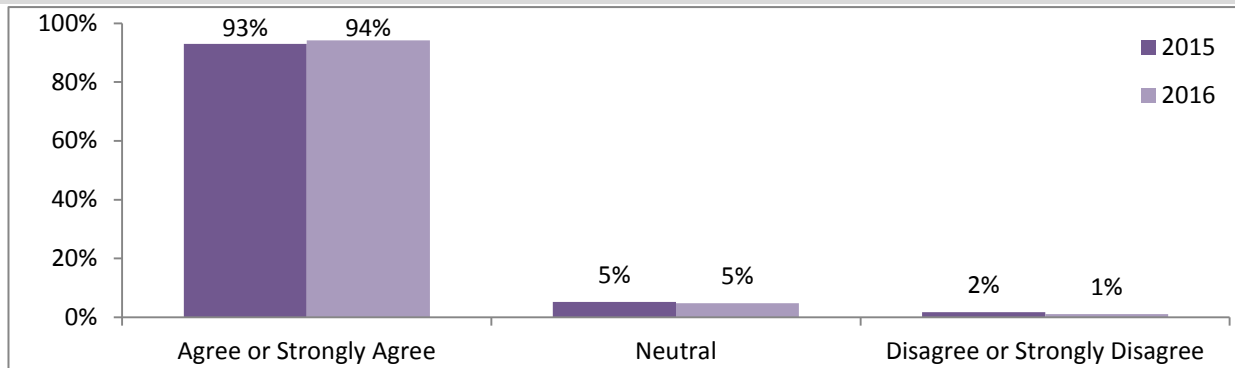
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	215	62%	371	63%
4 Agree	88	25%	140	24%
3 Neutral	25	7%	50	9%
2 Disagree	10	3%	16	3%
1 Strongly Disagree	8	2%	10	2%
Total Responses	346		587	
Score		4.4		4.4
NA - Not Applicable	7		8	
No Response	4		11	



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

	2015		2016	
5 Strongly Agree	255	74%	419	71%
4 Agree	67	19%	134	23%
3 Neutral	18	5%	28	5%
2 Disagree	3	1%	2	0%
1 Strongly Disagree	3	1%	4	1%
Total Responses	346		587	
Score		4.6		4.6
NA - Not Applicable	5		4	
No Response	6		15	

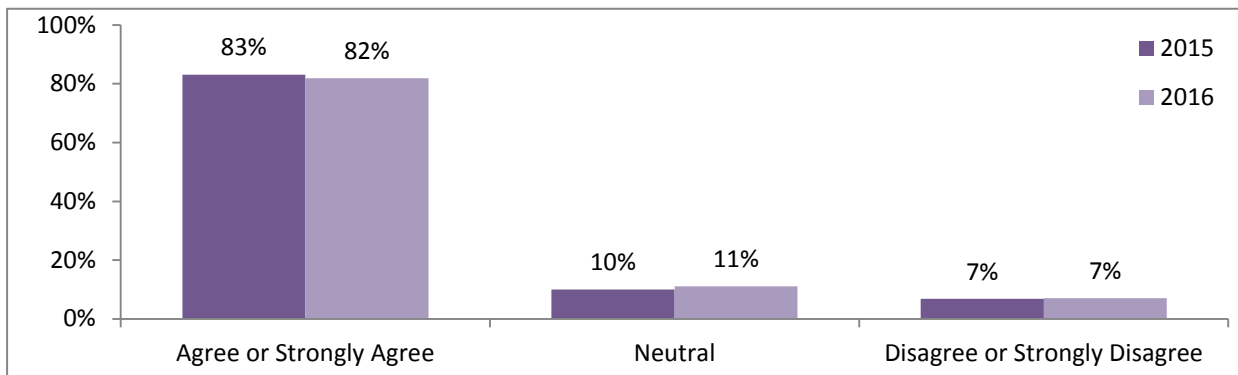


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Questions 3 and 4 were directed to persons who attended a hearing or trial.

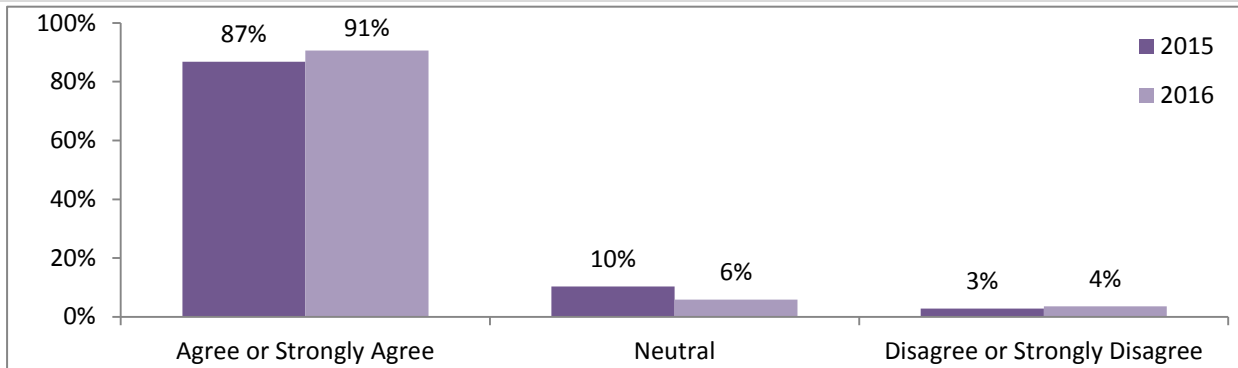
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	117	53%	190	56%
4 Agree	65	30%	90	26%
3 Neutral	22	10%	38	11%
2 Disagree	5	2%	10	3%
1 Strongly Disagree	10	5%	14	4%
Total Responses	219		342	
Score		4.3		4.3
NA - Not Applicable	64		129	
No Response	74		135	



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

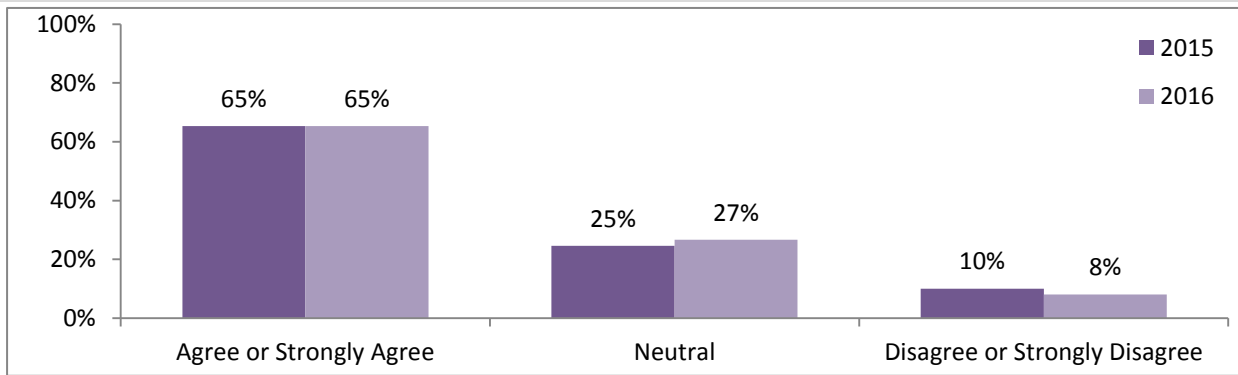
	2015		2016	
5 Strongly Agree	127	60%	224	66%
4 Agree	58	27%	84	25%
3 Neutral	22	10%	20	6%
2 Disagree	2	1%	2	1%
1 Strongly Disagree	4	2%	10	3%
Total Responses	213		340	
Score		4.4		4.5
NA - Not Applicable	67		125	
No Response	77		141	



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

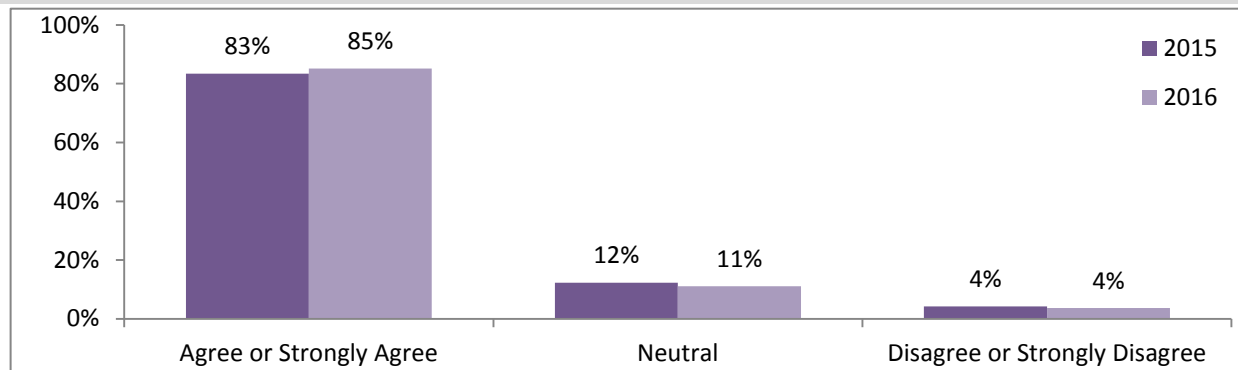
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	85	47%	146	49%
4 Agree	32	18%	50	17%
3 Neutral	44	25%	80	27%
2 Disagree	8	4%	14	5%
1 Strongly Disagree	10	6%	10	3%
Total Responses	179		300	
Score		4.0		4.0
NA - Not Applicable	88		145	
No Response	90		161	



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

	2015		2016	
5 Strongly Agree	107	57%	210	65%
4 Agree	49	26%	66	20%
3 Neutral	23	12%	36	11%
2 Disagree	1	1%	6	2%
1 Strongly Disagree	7	4%	6	2%
Total Responses	187		324	
Score		4.3		4.4
NA - Not Applicable	81		119	
No Response	89		163	



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Questions 7-10 were directed to all respondents.

7) What type of case brought you to the courthouse today? (Shade ALL that apply.)

	2015		2016	
Child Protective	8	2%	16	3%
Civil Matter	27	8%	64	11%
Criminal/Probation	53	16%	110	19%
Divorce/Custody/Support	44	13%	48	8%
Drug/Sobriety Court	11	3%	20	3%
Estate/Trust	4	1%	7	1%
File Papers	35	11%	40	7%
Get Information	19	6%	26	4%
Guardianship/Conservatorship	9	3%	26	4%
Juvenile Delinquency	6	2%	14	2%
Landlord/Tenant	12	4%	33	6%
Make a Payment	15	5%	32	5%
PPO	12	4%	16	3%
Small Claims	11	3%	8	1%
Traffic/Ticket	49	15%	74	13%
Other	65	20%	140	24%
Number of Respondents	329		583	
No Response	28		23	

8) Who are you? (Shade ALL that apply.)

	2015		2016	
Party (Plaintiff/Defendant)	183	56%	232	40%
Agency Worker	7	2%	20	3%
Attorney/Prosecutor	37	11%	70	12%
Family/Friend of party to case	40	12%	98	17%
Juror	4	1%	4	1%
Witness	10	3%	10	2%
Other	60	18%	160	27%
Number of Respondents	328		582	
No Response	29		24	

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9) What is your gender?

	2015		2016	
Male	179	52%	284	48%
Female	166	48%	315	53%
Other	4	1%	2	0%
Number of Respondents	347		597	
No Response	10		9	

10) How do you identify yourself? (Shade ALL that apply.)

	2015		2016	
American Indian / Alaska Native	10	3%	20	3%
Asian	0	0%	2	0%
Multiracial/Biracial	8	2%	14	2%
Black/African American	68	20%	94	16%
Hispanic/Latino	25	7%	10	2%
White/Caucasian	244	72%	451	76%
Other	7	2%	28	5%
Number of Respondents	337		597	
No Response	20		9	