

**THIRTEENTH JUDICIAL CIRCUIT COURT
MARSHAL'S OFFICE**



**2011
ANNUAL REPORT**

CIRCUIT COURT MARSHALS OFFICE

Leslie E. Werner

Marshal
1996 – Present

Frederick P. Baer

Sergeant
1989 – 2011

Barry E. Francis, Jr.

Sergeant
2006 – Present

BOONE COUNTY DEPUTY MARSHALS

Alex Aldrich – 951

2010 – Present

Mike S. Chrisman – 953

2010 – Present

Vacant – 954

John E. Waldschlager - 955

2009 – Present

Robyn Raisch – 956

2011 – Present

Vacant – 957

Richard S. Lake – 959

2000 – Present

Ben Hunsucker – 960

2011 – Present

Daniel Monroe – 962

CALLAWAY COUNTY DEPUTY MARSHALS

Emma L. Wassman – 501

2005 – Present

Will A. Shackelford – 502

2005 – Present

PART-TIME DEPUTY MARSHALS

Jay Bramblett - 964

Adam Duncan - 967

Vickie Arrowood – 965

Alexandra Blackwell - 966

Andy Oeth - 968

Thirteenth Judicial Circuit Court

Marshal's Office

2011 Annual Report

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CIRCUIT COURT MARSHALS OFFICE



The 13th Judicial Circuit Marshal's Office has seen many changes over the years. Once known as Court Security in the early part of 1990, there were a total of 7 officers that were a division of the Boone County Sheriff's Department that worked court in Columbia. Two additional officers were employed by the Callaway County Sheriff's Department and worked in the courthouse in Fulton. On February 2, 1998, Presiding Judge Frank Conley signed an order designating court security officers as deputy court marshals under the control of the 13th Judicial Circuit.

As of 2011 there are 13 full-time officers and 5 additional officers from the part-time pool that work for the Circuit. Two deputy court marshals are based in the Callaway County Courthouse. There is one court marshal, one sergeant and 9 deputy court marshals in the Boone County Courthouse. This includes a position that was funded by the Law Enforcement Sales Tax in August 2007, in return for the Court Marshal's Office fingerprinting defendants, a function which was previously performed by the Boone County Sheriff's Department.

The 2008 expansion of the Boone County Courthouse provided the marshals with a security pod located at the entrance of the courthouse, which houses monitoring equipment for the entire courthouse. The pod contains a fire panel to assist in locating the alarmed area as well as silencing the alarm system. One final addition to the pod is a control board to assist incoming units into the secured sally port area. These units transport in-custody individuals to the courthouse for court proceedings.

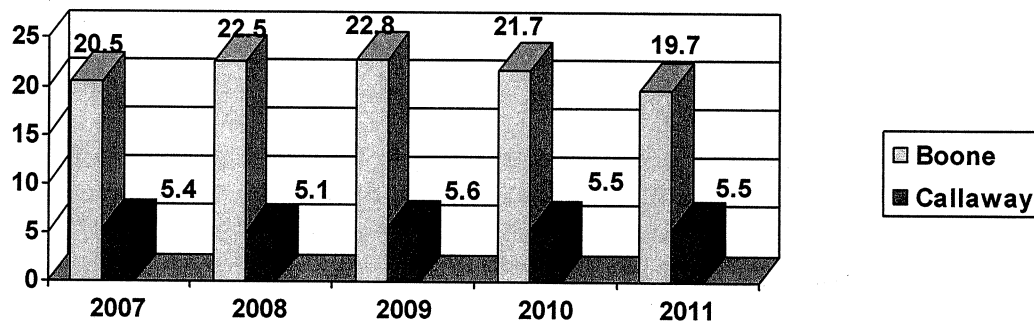
The Court Marshal's Office has a number of responsibilities in providing services to the 13th Judicial Circuit. Deputy court marshals screen individuals entering the courthouse to ensure weapons are not brought into the courthouse. They also provide security in the courtrooms, monitor the security cameras located throughout the courthouse, arrest defendants and process the paperwork to commit them to the county jail or Missouri Department of Corrections, and provide security for juries during jury trials. The remainder of this report will provide additional information on these activities.

With the expansion of technology, in 2011, the 13th Judicial Circuit has developed a website where individuals can access courtroom schedules, dockets and even determine if they are needed for jury service.

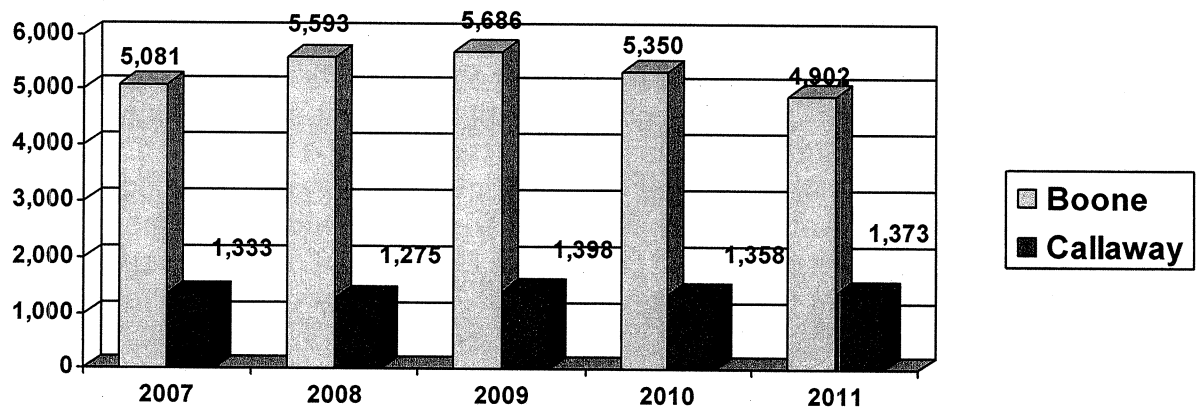
Hours Spent in Court

During 2011, the 11 Boone County officers spent a total of 4,902 hours in court, and the 2 Callaway County officers spent a total of 1,373 hours in court. This averages out to 19.7 hours per day for the Boone County officers, and 5.5 hours per day for the Callaway County officers. Boone County showed a slight decrease while Callaway County showed a slight increase in the number of total hours.

Hours Spent in Court by Court Marshals Per Day



Total Hours Spent in Court by Court Marshals Per Year



Security Screening Station Statistics

Security in the courthouse is the primary function of the Court Marshal's Office in the 13th Judicial Circuit. In Boone County, security begins at the security screening station at the front door. Table 1 shows there were more than 207,000 pass throughs of the security station of the Boone County courthouse in 2011. This includes pass throughs by individuals, such as employees, who enter the building daily.

Number of Passes through the Station

Table 1

Year	Number	% of Change
2007	205,354	2.2% decrease
2008	206,486	1.0% increase
2009	229,485	11% increase
2010	217,674	5.2% decrease
2011	207,346	4.7% decrease

Average Number of Passes Per Work Day

2007	723
2008	829
2009	922
2010	881
2011	833

Boone County officers arrested two individuals at the security screening station for illegal weapons. The illegal weapons consisted of an illegal knife and 1 pair of blast knuckles.

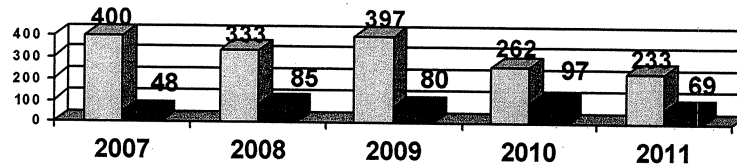
Arrests Made at the Security Screening Station

2005	1-.32 cal. semiautomatic pistol	1
2006	None	0
2007	1- switchblade knife	1
2008	3-Drug Possession, 3-Illegal Weapons, 2-spring operated knives, 1-pair brass knuckles	6
2009	1-Possession of drug paraphernalia, 1-possess alcohol by minor, 1-pr brass knuckles	4
2010	1-Illegal knife, 1-pair brass knuckles	2
2011	1-butterfly knife, 1-pair blast knuckles	2

Arrests and Commits

Marshals are authorized to make arrests and commits within the courthouse. In 2011 arrests included individuals with warrants, and commits included individuals ordered committed to the Department of Corrections or the Boone County Jail by the court. The Live Scan fingerprinting system at the courthouse is used primarily for court ordered fingerprints and petitioners in probate matters.

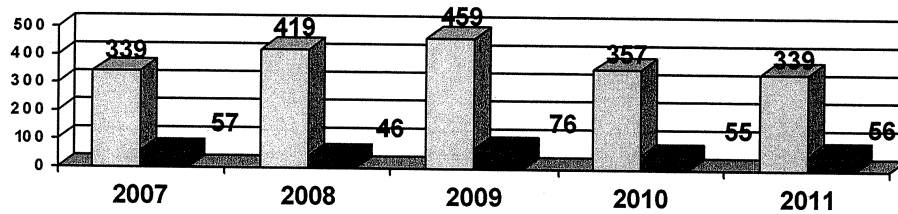
Arrests 2007 - 2011



■ **Boone**

■ **Callaway**

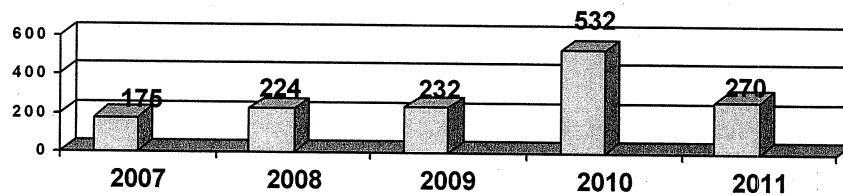
Commits 2007 - 2011



■ **Boone**

■ **Callaway**

Livescan Fingerprint System 2007 - 2011



■ **Boone**

Special Duties

Intrusion & Fire Alarms – During the hours that the Boone County Courthouse was closed deputy marshals responded to two calls from the alarm monitoring company reporting possible intrusion, fire, power failure, and water flow alarms at the courthouse in 2011. These alarms were not significant in nature.

Duress Alarms – During working hours deputy marshals responded to a total of three duress (trouble) alarms initiated in courtrooms, reception areas and interview rooms in the Juvenile Office of the Boone County Courthouse.

Medical Emergencies – Deputy marshals responded to eight medical emergencies during 2011. Deputy marshals respond and assist individuals until medical personnel arrive.

Bank Escorts – Deputy marshals escorted the Boone County Treasurer's Office with deposits to the bank at least once per workday, and escorted employees of the Boone County Treasurer's Office to the bank as requested.

Personal Escorts – Upon public requests, deputy marshals conducted escorts for about 80 parties entering and leaving the Boone County Courthouse. Many of these escorts are a result of domestic conflicts between family and acquaintances appearing in court.

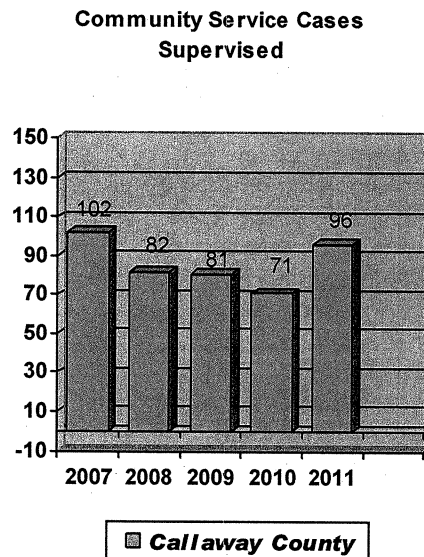
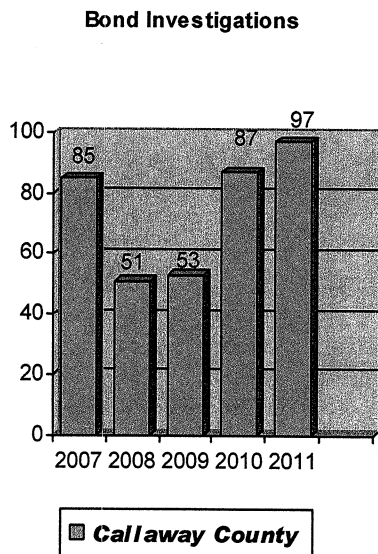
Grounds Patrol – Deputy marshals patrol the Boone County Courthouse, Alternative Sentencing Center, Government Center and grounds, as well as the parking lots, each workday as often as time permits.

Special Events – Deputy marshals work evenings and weekends as needed, about 20-25 times per year, to allow high school and college students to hold mock trials or to provide security during ceremonial events, and training sessions in the Boone County Courthouse. Deputy marshals also conducted 11 tours of the Boone County Courthouse this past year.

Callaway County Marshals Office Additional Duties

In addition to security in the courtrooms and courthouse and jury services functions, Callaway deputy marshals conduct additional functions, as indicated below. These functions are performed by Adult Court Services in Boone County.

Bond Investigation – 97 Community Service Cases Supervised – 96



TRAINING COMPLETED IN 2011

By Deputy Marshals

Missouri Police Officer Standards and Training Continuing Education

Missouri Peace Officers are required to participate in continuing education courses to maintain state certification. The 13th Judicial Circuit requires deputy marshals to maintain POST Certification. The requirements over a three year period are:

- 12 hours of Legal Studies
- 12 hours of Interpersonal Perspectives which must include 1 hour of racial profiling each year
- 12 hours of Technical Studies
- 12 hours of Skill Development which must include 4 hours of firearms training

This means each marshal must complete an average of 16 hours of training each year. Officers each received an average of 27.8 hours of training in 2011.

Session Categories for 2011	# of Hours
Firearms	30
Firearms Qualification	
Handgun Familiarization	
Legal Studies	14
Sexual Harassment	
Arrest and Detention of Foreign Nationals	
Testifying with Impact	
Recording Custodial Interrogations	
Interpersonal Perspectives	21
Response to Persons with Disabilities	
Fear Management	
Racial Profiling	
Technical Studies	5.5
On-Star Technology	
Prisoner Transport	
DNA Evidence Collection	
Radio Discipline and Procedures	
Skill Development	263.5
Crisis Intervention Team Training	
Terrorism	
Weapon Retention	
PPCT (Pressure Point Control Tactics)	
OCAT Pepper Gel Certification	
Interview & Interrogations	
Active Shooter	
Chemical Suicides	
Livescan Certification	
Security for Religious Facilities	
Excel Beyond the Basics	
Grand Total	334

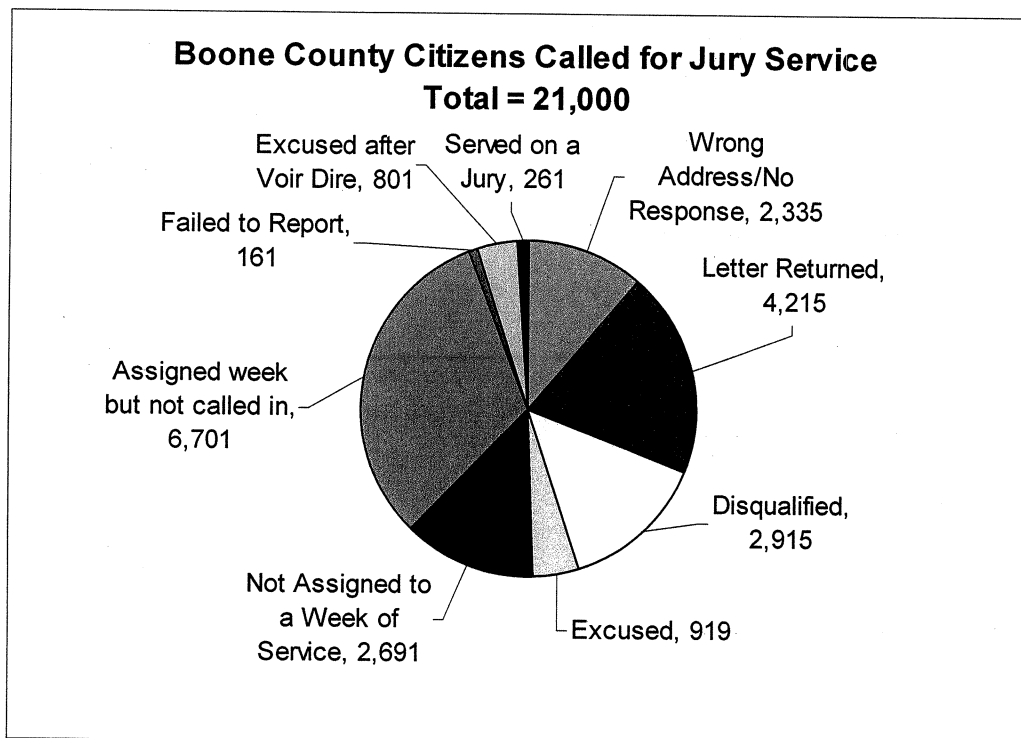
Jury Service

**Jury Panel Data
2011**

Jury Service

Jury service in Boone County consists of a two-month term of service. If selected, individuals are assigned one week during that two-month term. They are assigned a juror number and asked to call every evening during their assigned week to see if they are needed for jury service.

As shown below, 21,000 questionnaires were sent out to potential jurors in Boone County in 2011. Many jurors are disqualified, excused or deferred before actually being called to serve. For 2011, 6,701 individuals were assigned a week of service but only 1,224 were asked to report. The total number of individuals that actually served on a jury was 261.



Boone County

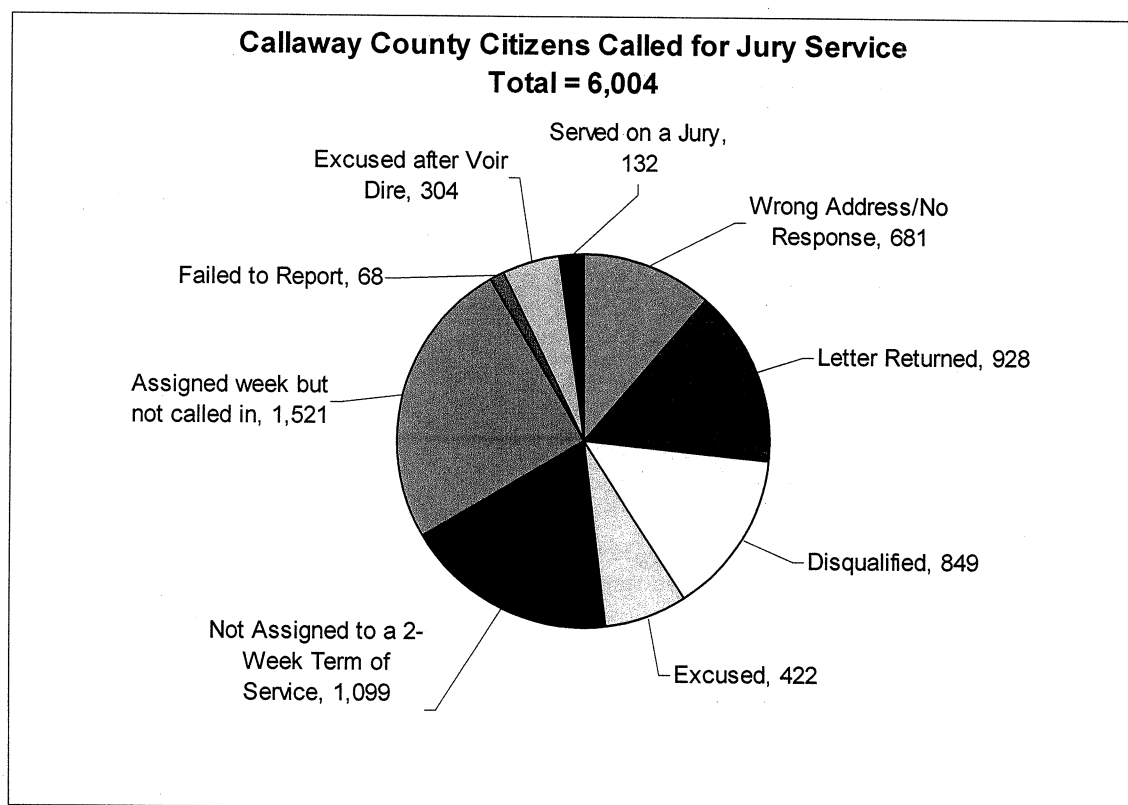
Jury Panel Service Overview

	2007		2008		2009		2010		2011	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	19,000	100%	20,500	100%	21,252	100%	21,512	100%	21,000	100%
Letter Returned	5,802	30%	5,156	25%	5,347	25%	4,733	22%	4,215	20%
No Response	2,017	11%	2,365	11%	2,169	10%	2,234	10%	2,335	11%
Disqualified	1,955	10%	2,220	11%	2,189	10%	2,711	13%	2,915	14%
Excused	902	5%	935	5%	1,009	5%	1,003	5%	919	4%
Eligible	8,324	44%	9,824	48%	10,538	50%	10,831	50%	10,616	51%
ELIGIBLE	8,324	100%	9,824	100%	10,538	100%	10,831	100%	10,616	100%
Reserve - Not Assigned	1,084	13%	1,939	20%	2,338	22%	2,775	26%	2,691	25%
Assigned a Week	7,240	87%	7,885	80%	8,200	78%	8,056	74%	7,925	75%
ASSIGNED A WEEK	7,240	100%	7,885	100%	8,200	100%	8,056	100%	7,925	100%
Not Called In	4,859	67%	4,616	59%	5,326	65%	5,431	67%	6,701	85%
Asked to Report	2,381	33%	3,269	41%	2,874	35%	2,625	33%	1,224	15%
ASKED TO REPORT	2,381	100%	3,269	100%	2,874	100%	2,625	100%	1,224	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	377	16%	415	13%	311	11%	373	14%	161	13%
Reported for a Panel	2,004	84%	2,854	87%	2,563	89%	2,252	86%	1,063	87%
Reported for Panel	2,004	100%	2,854	100%	2,595	100%	2,252	100%	1,063	100%
One Panel	1,895	95%	2,627	92%	2348	90%	2192	97%	1,028	97%
Two Panels	109	5%	227	8%	247	10%	60	3%	35	3%
Excused After VD	1,463	73%	2,127	75%	1,944	75%	1,673	74%	801	75%
Served On A Jury	541	27%	727	25%	639	25%	579	26%	261	25%
SERVED ON JURY	541	100%	727	100%	639	100%	579	100%	261	100%
One Day	279	51%	412	57%	300	47%	327	56%	133	51%
Two Days	156	29%	190	26%	168	26%	155	27%	101	39%
Three Days	92	17%	41	6%	83	13%	40	7%	13	5%
Four Days	14	3%	56	8%	42	7%	0	0%	4	2%
More than Four Days	0	0%	28	3%	46	7%	57	10%	0	0%
Questionnaires Sent	19,000	100%	20,500	100%	21,252	100%	21,512	100%	21,000	100%
Asked To Report	2,381	13%	3,269	16%	2,914	14%	2,914	12%	1,224	6%
Served On A Jury	541	3%	727	4%	639	3%	579	3%	261	1%

Jury Service

Jury service in Callaway County consists of a three-month term of service. If selected, individuals are assigned two weeks during the quarter. They are assigned a juror number and asked to call every evening during that two-week period to see if they are needed for jury service.

As shown below, 6,004 questionnaires were sent out for qualifying potential jurors in 2011. Of the 6,004 questionnaires, 2,025 individuals were assigned a two-week term of service but only 504 were actually asked to report. The total number of individuals that actually served on a jury was 132.



Callaway County

Jury Panel Service Overview

	2007		2008		2009		2010		2011	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	6,043	100%	6,000	100%	6,000	100%	6,000	100%	6,004	100%
Letter Returned	1,387	23%	1,125	19%	1,133	19%	981	16%	928	15%
No Response	616	10%	681	11%	539	9%	637	11%	681	11%
Disqualified	892	15%	814	14%	768	13%	860	14%	849	14%
Excused	229	4%	348	6%	316	5%	408	7%	422	7%
Eligible	2,919	48%	3,032	51%	3,244	54%	3,114	52%	3,124	52%
ELIGIBLE	2,919	100%	3,032	100%	3,244	100%	3,114	100%	3,124	100%
Reserve - Not Assigned	632	22%	951	31%	1,082	33%	1,185	38%	1,099	35%
Assigned a Week	2,287	78%	2,081	69%	2,162	67%	1,929	62%	2,025	65%
ASSIGNED A WEEK	2,287	100%	2,081	100%	2,162	100%	1,929	100%	2,025	100%
Not Called In	1,419	62%	1,476	71%	1,327	61%	1,164	60%	1,521	75%
Asked to Report	868	38%	605	29%	835	39%	765	40%	504	25%
ASKED TO REPORT	868	100%	605	100%	835	100%	765	100%	504	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	195	22%	125	21%	151	18%	155	20%	68	13%
Reported for a Panel	673	78%	480	79%	684	82%	610	80%	436	87%
Reported for Panel	673	100%	480	100%	684	100%	610	100%	436	100%
One Panel	599	89%	469	98%	587	86%	527	86%	371	85%
Two Panels	74	11%	11	2%	97	14%	83	14%	65	15%
Three or more panels	0	0%	0	0%	0	0%	0	0%	0	0%
Excused After VD	487	72%	357	74%	506	74%	474	78%	304	70%
Served On A Jury	186	28%	123	26%	178	26%	136	22%	132	30%
SERVED ON JURY	186	100%	123	59%	178	100%	136	100%	132	100%
One Day	122	66%	72	41%	110	62%	96	70%	120	91%
Two Days	51	27%	51	41%	40	22%	26	19%	12	9%
Three	0	0%	0	0%	14	8%	0	0%	0	0%
Four Days	13	7%	0	0%	0	0%	14	11%	0	0%
More than Four Days	0	0%	0	0%	14	8%	0	0%	0	0%
Questionnaires Sent	6,043	100%	6000	100%	6,000	100%	6,000	100%	6,004	100%
Asked To Report	868	14%	605	10%	835	14%	765	13%	504	8%
Served On A Jury	186	3%	123	2%	178	3%	136	2%	132	2%

Jury Service

**Trial Data
2011**

Jury Trial Statistics Boone County

During 2011 there was a 49 percent decrease in the number of jury trials for Boone County. Of the 24 jury trials held, 5 panels were dismissed prior to the conclusion of the trial. There were 13 criminal verdicts returned with the remaining 6 returned in civil jury trials. The usage of courtrooms has changed with technology as indicated below with the addition of a new technology courtroom, 3 West, being added in 2009.

	2007	2008	2009	2010	2011
Number of Panels Reporting	48	63	52	49	24

Panels Dismissed Before Verdict Rendered	7	14	6	7	5
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Number Of Actual Trials	41	49	46	42	19
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Divisions in Which Trials Were Scheduled

I	6	21	11	16	2
II	16	10	14	8	6
III	14	21	13	8	7
IV	9	8	9	10	9
XI	1	1	3	2	0
Visiting Judge	2	2	2	5	0

Courtrooms Jury Trials Were Held

Ceremonial	32	30	22	24	4
1 West	12	13	7	1	0
2 West	2	0	1	0	0
3 West	0	0	19	20	20

CIVIL VERDICTS

Plaintiff (CV1)	8	8	13	11	3
Defendant (CV2)	7	7	12	6	3

CRIMINAL VERDICTS

Guilty (CR1)	18	24	17	23	13
Not Guilty (CR2)	8	10	4	2	0

GENDER OF JURORS REPORTING

Male	927	1344	1344	1069	485
Female	1017	1510	1510	1146	577

Jury Trial Statistics Callaway County

Callaway showed an 7 percent decrease in actual jury trials held for 2011. 13th Circuit Judges accounted for all 11 of the jury trials held in Callaway County. One panel was dismissed prior to a verdict being rendered.

	2007	2008	2009	2010	2011
Number of Panels Reporting	17	12	15	15	11

Panels Dismissed Before Verdict Rendered	2	5	3	4	1
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# Of Actual Trials	15	7	12	11	10
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Divisions in Which Trials Were Scheduled

I	6	4	4	4	1
II	2	4	0	5	2
III	6	2	6	3	4
IV	2	2	3	3	4
V	0	0	0	0	0
VI	0	0	0	0	0
VII	0	0	0	0	0
VIII	0	0	0	0	0
IX	0	0	0	0	0
X	0	0	0	0	0
XI	0	0	1	0	0
Visiting Judge	1	0	1	0	0

CIVIL VERDICTS

Plaintiff (CV1)	0	0	1	4	4
Defendant (CV2)	3	0	1	0	0

CRIMINAL VERDICTS

Guilty (CR1)	6	5	9	7	9
Not Guilty (CR2)	6	2	1	0	1

GENDER OF JURORS REPORTING

Male	302	237	273	299	206
Female	370	243	363	323	230

Jury Service

Exit Questionnaire Responses 2011

Exit Questionnaires

When individuals are called for jury service, it is important that they receive courteous, responsive and respectful treatment. Exit questionnaires were developed as a way to improve jury service throughout the 13th Judicial Circuit.

In 2010, a new procedure was developed through the Office of State Courts Administration in which data, collected from completed exit questionnaires, ranks responses into the excellent/good category. Once in this category, a percentage is gathered from the number of responses received.

The following pages report the responses collected in 2011. Data was collected for previous years as a comparison to note improvements that have been made.

In 2009, a new jury procedure was implemented in Boone County to improve the use of a potential juror's time. Jurors are asked to report no later than 8:00 a.m. After jurors report, they are directed to the jury assembly room. While they wait for the selection process to begin, the jurors are provided coffee, snacks and reading materials. A court marshal addresses the panel about the jury process and what to expect during the day. Jurors are then provided a seat number and taken to their prospective courtrooms to start the jury selection.

Parking continues to be an issue. In Boone County, there is a parking garage across the street from the courthouse and jurors bring their parking tickets to the courthouse to be validated. Jurors are instructed to park in the public/hourly parking spaces. In Callaway County, jurors put their jury summons on the dash and park near and around the courthouse. In the event of multiple trials, in Boone County, and/or one large trial, in Callaway, parking becomes a concern as there are not enough parking spaces available, which sometimes results in parking tickets being issued by the City of Columbia and/or Fulton. Completion of a new multi-story parking garage at the corner of 6th and Walnut, in Columbia, will help improve in the area of jury parking in Boone.

One area that was previously noted in surveys was the size of the assembly room in Boone County. This concern was addressed with the completion of the expansion as the new assembly room provides more seating. The ratings in this category are ranked at 92 percent for the 2011 reporting period.

Exit questionnaires indicate that individuals reporting for jury service still rank their personal safety above 95 percent in both counties.

Jury Exit Questionnaires Boone County	2004	2005	2006	2007	2008	2009	2010	2011
	%	%	%	%	%	%	%	%
GENDER								
Men	37%	34%	34%	42%	40%	37%	39%	42%
Women	63%	66%	66%	58%	60%	60%	61%	58%
AGE GROUP								
21-24	3%	3%	3%	3%	3%	4%	4%	4%
25-34	15%	13%	15%	10%	23%	17%	16%	16%
35-44	20%	20%	20%	17%	17%	16%	19%	13%
45-54	27%	29%	25%	27%	26%	24%	21%	25%
55-64	20%	19%	22%	24%	25%	23%	22%	24%
65 and Over	15%	15%	15%	18%	17%	16%	18%	18%
PRIOR SERVICE								
Yes	45%	41%	45%	46%	45%	46%	44%	45%
No	55%	59%	55%	54%	55%	54%	56%	56%
Federal	1%	1%	11%	1%	1%	1%	10%	9%
State	39%	35%	82%	8%	9%	9%	78%	76%
Grand Jury	1%	3%	4%	83%	82%	76%	5%	8%
NUMBER OF DAYS REPORTING								
1- 5 Days	96%	100%	99%	99%	95%	90%	97%	99%
6 - 10 Days	4%	0%	1%	1%	5%	10%	1%	1%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE								
Criminal	50%	65%	54%	60%	65%	40%	58%	60%
Civil	50%	35%	46%	40%	35%	60%	37%	33%
LOSS OF INCOME								
Yes	16%	19%	19%	19%	19%	14%	19%	18%
No	84%	81%	81%	81%	81%	86%	80%	79%
SCHEDULING OF TIME								
Excellent/Good	83%	76%	77%	77%	76%	79%	74%	74%
CALL-IN SYSTEM								
Excellent/Good	87%	92%	95%	93%	93%	96%	96%	96%
PARKING								
Excellent/Good	90%	84%	82%	87%	87%	82%	84%	89%
HANDOUTS/BOOKLETS								
Excellent/Good	96%	91%	92%	92%	92%	88%	95%	95%
INITIAL ORIENTATION								
Excellent/Good	99%	97%	97%	97%	98%	99%	98%	98%
ORIENTATION VIDEO								
Excellent/Good	95%	89%	88%	88%	88%	90%	89%	86%
TREATMENT BY STAFF								
Excellent/Good	96%	97%	97%	97%	98%	98%	98%	99%
TREATMENT BY BAILIFFS								
Excellent/Good	99%	97%	99%	99%	99%	99%	99%	99%
ASSEMBLY ROOM								
Excellent/Good	79%	79%	67%	70%	70%	81%	91%	92%
COURTROOM								
Excellent/Good	87%	85%	82%	82%	81%	84%	86%	87%
DELIBERATION ROOM								
Excellent/Good	91%	86%	82%	82%	85%	86%	89%	85%
RESTROOMS								
Excellent/Good	88%	82%	79%	80%	71%	86%	96%	94%
PERSONAL SAFETY								
Excellent/Good	97%	94%	96%	97%	96%	97%	97%	96%
IMPRESSION OF SERVICE								
Favorable	96%	95%	93%	93%	94%	96%	88%	86%
Unfavorable	4%	5%	7%	7%	6%	4%	7%	5%
Not Indicated	0%	0%	0%	0%	0%	0%	5%	9%

Jury Exit Questionnaires Callaway County	2004	2005	2006	2007	2008	2009	2010	2011
	%	%	%	%	%	%	%	%
GENDER								
Men	38%	39%	43%	41%	36%	43%	41%	37%
Women	62%	61%	57%	59%	64%	57%	59%	63%
AGE GROUP								
21-24	2%	4%	3%	2%	2%	1%	2%	3%
25-34	12%	12%	13%	13%	10%	13%	11%	17%
35-44	22%	17%	18%	46%	17%	21%	19%	16%
45-54	31%	32%	29%	27%	26%	24%	24%	23%
55-64	22%	25%	24%	27%	24%	25%	29%	21%
65 and Over	11%	9%	14%	15%	22%	16%	15%	20%
PRIOR SERVICE								
Yes	36%	33%	43%	47%	49%	49%	49%	46%
No	64%	67%	57%	53%	51%	51%	51%	54%
Federal	4%	20%	3%	1%	2%	1%	15%	5%
State	85%	80%	3%	1%	2%	1%	83%	86%
Grand Jury	3%	0%	36%	42%	34%	40%	2%	0%
NUMBER OF DAYS REPORTING								
1- 5 Days	96%	96%	100%	100%	100%	95%	100%	99%
6 - 10 Days	4%	4%	0%	0%	0%	5%	0%	0%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE								
Criminal	93%	75%	78%	78%	97%	75%	49%	53%
Civil	7%	25%	22%	22%	3%	25%	49%	38%
LOSS OF INCOME								
Yes	22%	22%	84%	16%	21%	17%	18%	17%
No	78%	78%	16%	84%	79%	83%	82%	78%
SCHEDULING OF TIME								
Excellent/Good	70%	74%	77%	76%	70%	79%	73%	78%
CALL-IN SYSTEM								
Excellent/Good	80%	92%	95%	93%	93%	94%	91%	95%
PARKING								
Excellent/Good	70%	66%	68%	60%	47%	47%	67%	69%
HANDOUTS/BOOKLETS								
Excellent/Good	91%	92%	95%	91%	95%	94%	94%	91%
INITIAL ORIENTATION								
Excellent/Good	94%	94%	99%	97%	96%	99%	98%	98%
ORIENTATION VIDEO								
Excellent/Good	90%	88%	93%	81%	84%	91%	88%	89%
TREATMENT BY STAFF								
Excellent/Good	98%	97%	100%	98%	97%	99%	98%	97%
TREATMENT BY BAILIFFS								
Excellent/Good	99%	97%	100%	99%	96%	99%	99%	98%
ASSEMBLY ROOM								
Excellent/Good	84%	87%	80%	79%	80%	79%	75%	73%
COURTROOM								
Excellent/Good	85%	82%	89%	88%	87%	87%	93%	84%
DELIBERATION ROOM								
Excellent/Good	89%	88%	90%	90%	88%	83%	91%	86%
RESTROOMS								
Excellent/Good	92%	95%	96%	88%	87%	82%	88%	87%
PERSONAL SAFETY								
Excellent/Good	96%	94%	98%	95%	94%	95%	95%	96%
IMPRESSION OF SERVICE								
Favorable	96%	95%	95%	93%	96%	94%	86%	83%
Unfavorable	4%	5%	5%	7%	4%	6%	6%	10%
Not Indicated	0%	0%	0%	0%	0%	0%	8%	7%