

THIRTEENTH JUDICIAL CIRCUIT COURT MARSHAL'S OFFICE



2016 ANNUAL REPORT

CIRCUIT COURT MARSHALS OFFICE

Leslie E. Werner

Marshal
1996 – Present

Ben Pruett

Sergeant-Boone
2015 – Present

Lylith Robbins

Sergeant-Callaway
2015 – Present

Mike S. Chrisman – 953

Corporal-Boone
2010 – Present

Clint Troutman – 960

Corporal-Boone
2013 – Present

BOONE COUNTY DEPUTY MARSHALS

Peter Van Kort – 951

2014 - Present

Jason Terrell - 955

2013 – Present

Ray Biggerstaff – 954

2014 – Present

Romulus Davis – 956

2016 – Present

John Balkenbush – 958

2015 - Present

Lorne Jackman – 959

2016 – Present

Alex Cebotaru - 962

2016 – Present

CALLAWAY COUNTY DEPUTY MARSHALS

William McCaulley – 502

2014 – Present

Anthony Bandy– 503

2016 - Present

PART-TIME DEPUTY MARSHALS

Steve Lake – 964

Blake McClallen – 965

Robyn Raisch – 966

Adam Duncan – 967

Thirteenth Judicial Circuit Court

Marshal's Office

2016 Annual Report

Table of Contents

	Page
Introduction - - - - -	1
Hours Spent in Court - - - - -	2
Security Screening Station Statistics - - - - -	3
Arrests and Commits Summary - - - - -	4
Additional Duties - - - - -	5
Training - - - - -	6 - 7
Jury Service - - - - -	8
Jury Panel Data - - - - -	9 - 12
Jury Trial Data - - - - -	13
Jury Trial Statistics - - - - -	14 - 15
Jury Exit Questionnaire Responses - - - - -	16
Exit Questionnaire Responses - - - - -	17 - 18

CIRCUIT COURT MARSHAL'S OFFICE



The 13th Judicial Circuit Marshal's Office consists of 14 full time officers and 5 additional officers that work in a part-time pool in both counties of the 13th Judicial Circuit. There is also a part-time noncommissioned employee to assist the jury supervisor with the processing of incoming jury questionnaires. Of the 14 full-time officers, 3 are currently based in Callaway County with 1 part-time officer to assist with court and other security matters as they develop. The remainder of officers work in Boone County.

There is a sergeant in each county to assist with supervisory duties and assist deputy marshals in their training. The sergeant in Callaway is an appointed, state funded position, as of December 2015, and she began her duties in January 2016, based on funding appropriated by the legislature in 2015.

The Marshal's Office is in charge of many duties in the court. First and foremost is the physical security of the building, employees, and visitors to the building, as well as law enforcement within the courthouse and other surrounding county offices. Deputy 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, provide security for juries during jury trials, and serve arrest warrants issued by the court. The remainder of this report will provide additional information on these activities.

In addition to these duties, deputy marshals serve civil process as ordered by the court, including summonses, ex parte and full orders of protection, and notices of hearings. Working with the Circuit Clerk's office, the Marshal's Office helps to identify parties needing to be served and ensures timely service.

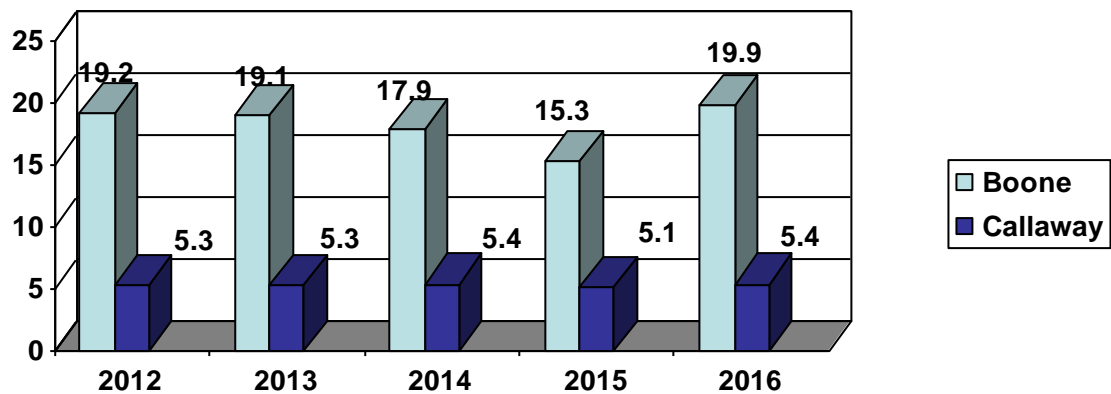
Deputy Marshals also provide assistance to the jury supervisor when questionnaires are returned for processing, jury trial preparation and compiling information returned on exit questionnaires from individuals who have completed their jury service.

It should be noted a significant security change went effect on October 24, 2016 in where members of the public were not allowed to bring cellular phones into the Boone County Courthouse or the Callaway County Courtrooms pursuant to a change in local Court Rule 9.6.

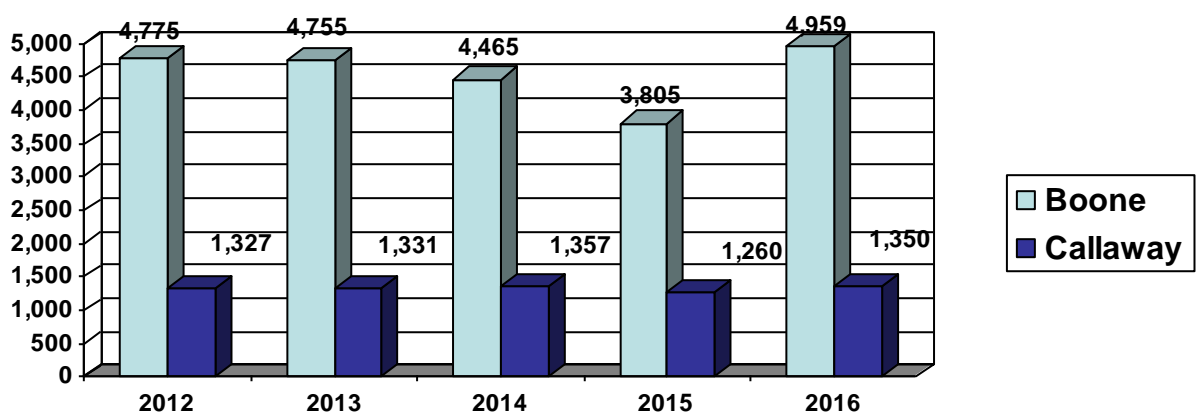
Hours Spent in Court

During 2016, the 11 Boone County officers spent a total of 4,959 hours in court, and the 3 Callaway County officers spent a total of 1,350 hours in court. The 2016 year consisted of 249 work days. This averages out to 19.9 hours of court marshal coverage per day in Boone County, and 5.4 hours of court marshal coverage per day in Callaway County. As shown below, Boone had a 30% increase in court hours, while Callaway had a 7% increase.

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. The table below shows there were 178,494* pass throughs of the security station of the Boone County courthouse in 2016. This is a decrease of 6,196 individuals from the previous year. This includes pass throughs by individuals, including employees, who enter the building daily. On October 24, 2016, the court adopted a cell phone policy that restricted the number of phones in the courthouse. Currently, attorney's, employees and special exempt categories are exempt from this rule.

Number of Passes through the Station

Year	Number	% of Change
2012	203,967	1.6% decrease
2013	199,542	2.1% decrease
2014	173,838	12.8% decrease
2015	184,690	9.4% increase
2016	178,494*	3.6% decrease

*Data estimated for 12 days as information was not recorded.

Average Number of Passes Per Work Day

2012	819
2013	801
2014	698
2015	742
2016	717

Boone County officers made two arrests at the Security Screening Station during 2016. Both incidents were reports of stealing items from the pickup area of the x-ray. One involved the theft of a purse and the other a cell phone. For both instances reports were filed with the prosecutor for further action. The purse was recovered however the phone was not.

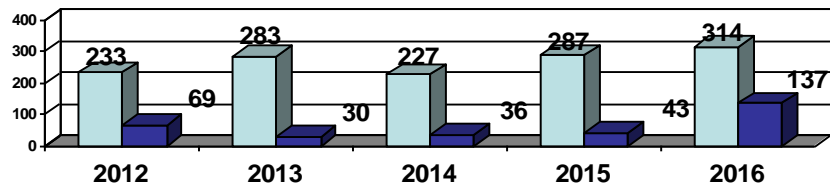
Arrests Made at the Security Screening Station

2011	1-butterfly knife, 1-pair blast knuckles	2
2012	4-Possession of drug paraphernalia, 1-illegal weapon (knife)	5
2013	1-Illegal weapon (knife)	1
2014	None	0
2015	None	0
2016	2-Stealing	2

Arrests and Commits

Marshals are authorized to make arrests and commits within the courthouse. In 2016 arrests included individuals with warrants and on-view arrests. Commits included individuals ordered committed to the Department of Corrections, Boone/Callaway County Jail by the court or through sanctions imposed by treatment courts. The Live Scan fingerprinting system at the courthouse is used primarily for court ordered fingerprints and petitioners in probate matters.

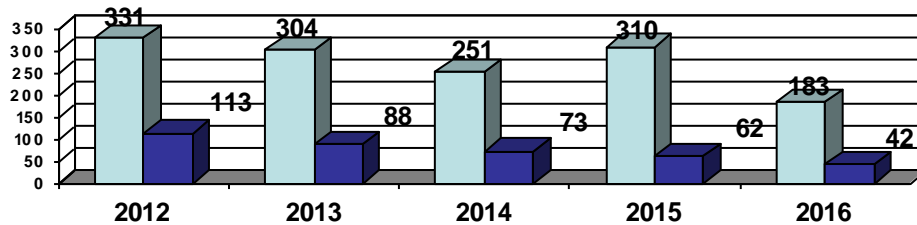
Arrests 2012 - 2016



Boone

Callaway

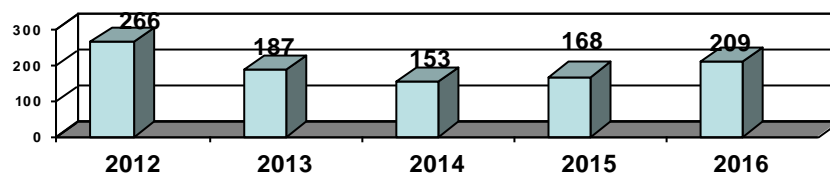
Commits 2012 - 2016



Boone

Callaway

Livescan Fingerprint System 2012 - 2016



Boone

Boone County Marshals Office Additional Duties

Intrusion & Fire Alarms – During the hours that the Boone County Courthouse was closed deputy marshals responded to 6 calls from the alarm monitoring company reporting possible intrusion, fire, power failure, and water flow alarms at the courthouse in 2016. These alarms were not significant in nature.

Duress Alarms – During working hours deputy marshals responded to a total of 15 duress (trouble) alarms initiated in either courtrooms, reception areas or interview rooms in the Juvenile and Circuit Clerk's Offices of the Boone County Courthouse. Of the 15 duress alarms received, officers were able to diffuse the situation and required no additional action by the marshals.

Medical Emergencies – Deputy marshals responded to 7 medical emergencies during 2016. Deputy marshals respond and assist individuals until medical personnel arrive.

Bank Escorts – Deputy marshals escorted the Boone County Treasurer's & Accounting Offices with deposits to the bank at least once per workday as requested.

Personal Escorts – Upon request, deputy marshals conducted escorts for about 50 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.

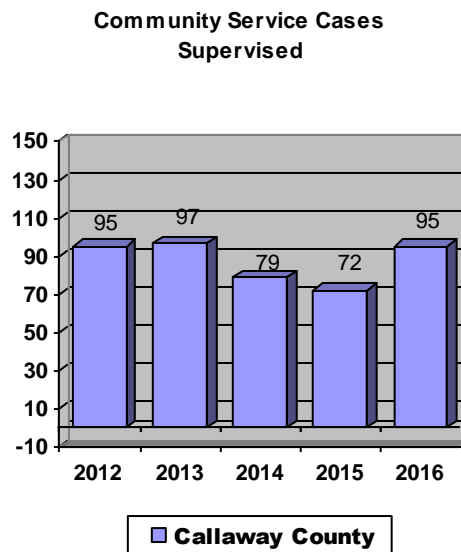
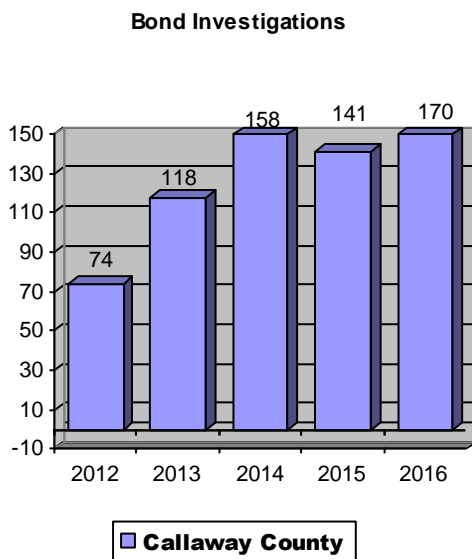
Grounds Patrol – Deputy marshals patrol the Boone County Courthouse, Alternative Sentencing Center, Government Center and grounds, as well as the parking lots, each workday as often as time permits.

Special Events – Deputy marshals work evenings and weekends as needed in the Boone County Courthouse about 5-10 times per year, to allow high school and college students to hold mock trials, provide security during ceremonial events, and training sessions. Deputy marshals also conducted 6 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 staff in Boone County.

Bond Investigation – 170 Community Service Cases Supervised – 95



TRAINING COMPLETED IN 2016

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 must include 3 hours of racial profiling during the 3 year cycle
- 12 hours of Technical Studies
- 12 hours of Skill Development must include 4 hours of firearms training during the 3 year cycle

This means each marshal must complete an average of 16 hours of training each year. Officers each received an average of 25 hours of training in 2016.

Session Categories for 2016	# of Hours
Firearms	12
Firearms Training System	
Firearms Qualification	
Legal Studies	24
Sexual Harassment	
Missouri Police Law Update	
Legislative Update	
Interpersonal Perspectives	12
Racial Profiling/Fair & Impartial Policing	
Crisis Management	
De-Escalation Techniques	
Death Notification	
Sexual Assault Investigations	
Technical Studies	12
Arrest & Detention of Foreign Nationals	
Sexual Assault Investigations	
New to CIT	
Stress Management	
Understanding Missouri Treatment Courts	
Recognizing Trauma, Stress & PTSD	
Skill Development	168
MULES Certification Training	
Crisis Casualty Care	
Court Security Training	
Grand Total	328

Training 2016

The Marshal's Office for 2016 focused a large amount of their training on safety of personnel, crisis intervention and care of victims in an emergency situation such as an active shooter event.

As in 2015, officers attended classroom and simulated situations to give the officer hands-on training on what they had learned.

For 2016, POST (Police Officer Standards and Training) requires law enforcement officers to complete 48 hours of continuing education within a reporting period. This is changing to an annual reporting requirement of 24 hours per year in 2017. To meet these training requirements, several officers tested an online training program called Police Legal Sciences (PLS), which covered topics such as Legal Studies, Technical Studies, Interpersonal Perspectives, and Racial Profiling. The training with PLS was successful, and POST training for all officers in 2017 will be conducted through PLS. Firearms Skills Development, another POST requirement, was conducted within the department by Sergeant Pruett.

All staff within the Boone County Courthouse and other Boone entities were provided classroom training on responding to an active shooter and options available to them. After the classroom training, all staff were allowed the opportunity to train in a simulated exercise within the courthouse.

Active Shooter training for staff at the Callaway County Courthouse was held on September 8, 2016. This training also included a classroom portion and simulated exercise.

Officers and staff were trained in bomb threat management and how to respond during a possible threat. These trainings provide a unique insight to the inner workings within the court to help put staff at ease yet provide options should an emergency situation arise.

All officers, Boone and Callaway, are certified in the use of CPR/AED. This certification expires every two years and is required to maintain as a court marshal. For 2016, officers received trauma-care training in addition to CPR/AED, giving officers the skills needed to treat life-threatening injuries.

The Marshal's Office also has six trained first responders in the event of a medical emergency. First responder medical bags available at both courthouses in the event of a situation requiring medical attention. The purpose of the responding officer is to provide first aid until fire and medical personnel arrive on the scene to further treat the individual.

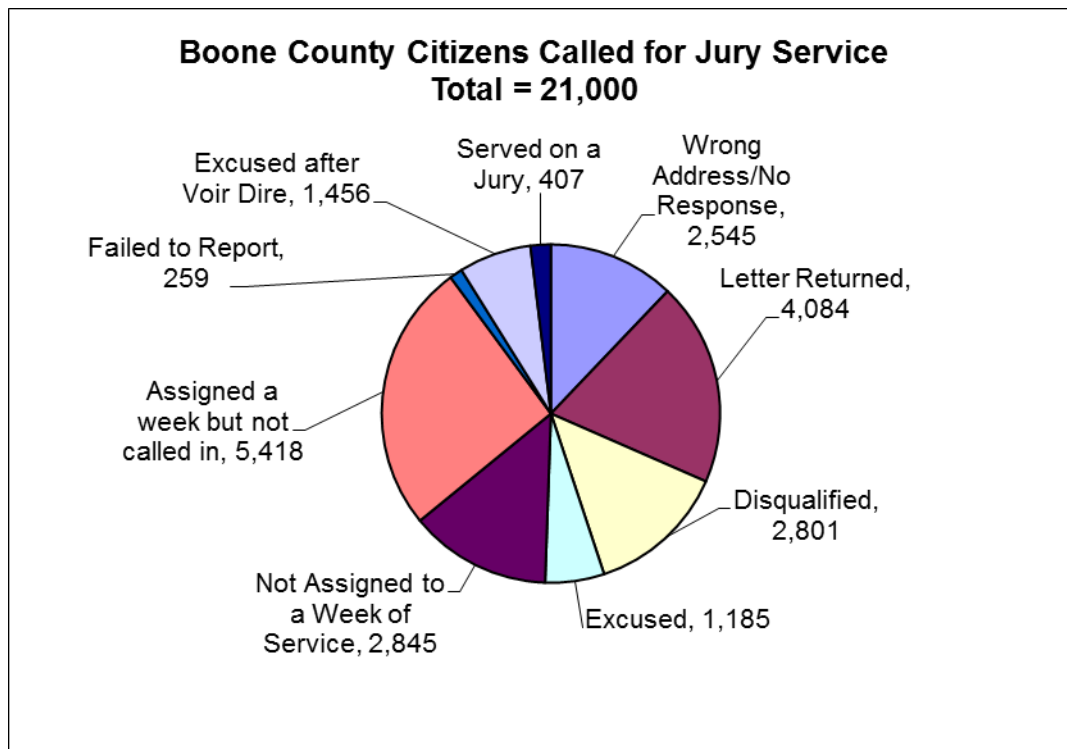
Jury Service

**Jury Panel Data
2016**

Jury Service Boone County

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 or check online 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 2016. Many jurors are disqualified, excused or deferred before actually being called to serve. For 2016, 7,540 individuals were assigned a week of service but only 2,122 were asked to report. The total number of individuals who actually served on a jury was 407. Jurors who failed to report, 259, are either placed in a future term or asked to report to the courthouse and appear before a judge to state why they were unable to appear for jury service.



Boone County

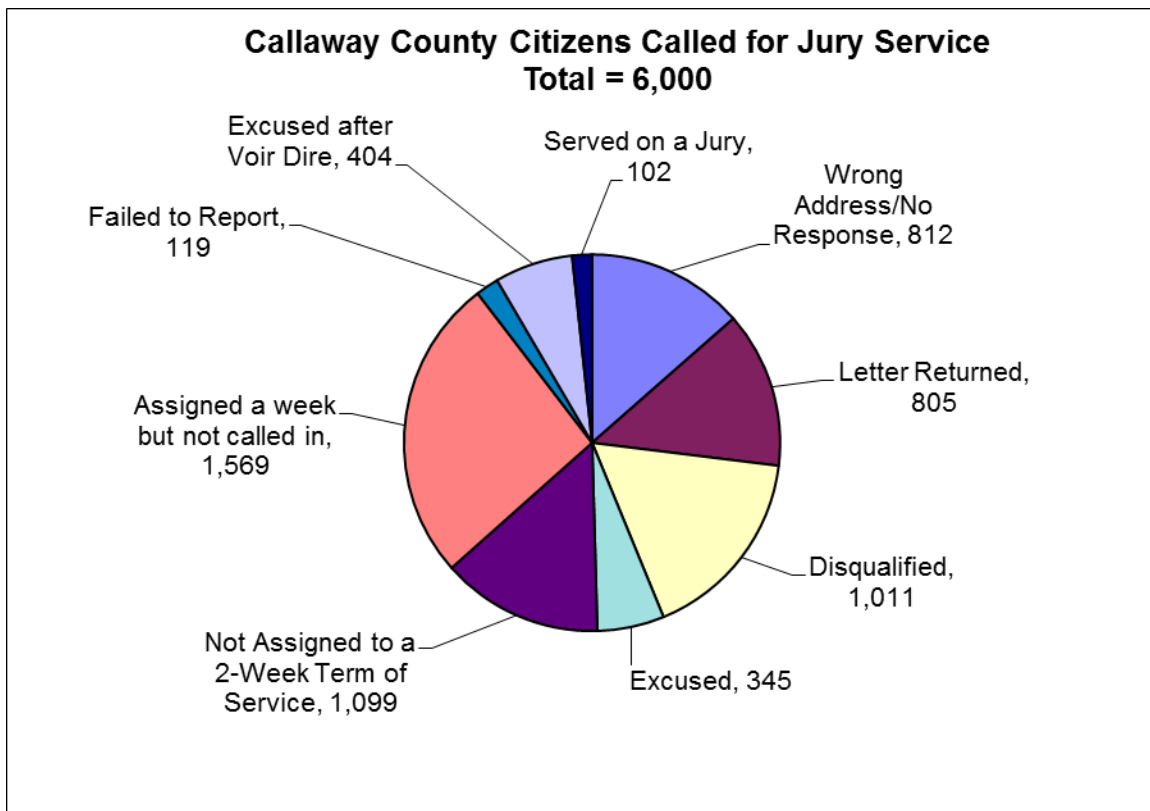
Jury Panel Service Overview

	2012		2013		2014		2015		2016	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	21,000	100%	21,000	100%	21,000	100%	21,004	100%	21,000	100%
Letter Returned	3,895	18%	4,288	20%	4,213	20%	4,802	23%	4,084	20%
No Response	2,229	11%	2,329	11%	2,657	12%	2,505	12%	2,545	12%
Disqualified	2,994	14%	2,927	14%	2,848	14%	2,768	13%	2,801	13%
Excused	1,038	5%	999	5%	1,124	5%	1,144	5%	1,185	6%
Eligible	10,844	52%	10,457	50%	10,158	48%	9,785	47%	10,385	49%
ELIGIBLE	10,844	100%	10,457	100%	10,158	100%	9,785	100%	10,385	100%
Reserve - Not Assigned	2,723	25%	2,442	23%	2,594	26%	1,998	20%	2,845	27%
Assigned a Week	8,121	75%	8,015	77%	7,564	74%	7,787	80%	7,540	73%
ASSIGNED A WEEK	8,121	100%	8,015	100%	7,564	100%	7,787	100%	7,540	100%
Not Called In	6,817	84%	5,928	74%	6,159	81%	5,684	73%	5,418	72%
Asked to Report	1,304	16%	2,087	26%	1,405	19%	2,103	27%	2,122	28%
ASKED TO REPORT	1,304	100%	2,087	100%	1,405	100%	2,103	100%	2,122	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	181	14%	318	15%	172	12%	185	9%	259	12%
Reported for a Panel	1,123	86%	1,769	85%	1,233	88%	1,918	91%	1,863	88%
REPORTED FOR PANEL	1,123	100%	1,769	100%	1,233	100%	1,918	100%	1,863	100%
One Panel	1,104	98%	1,737	98%	1,170	95%	1,839	96%	1,826	98%
Two Panels	19	2%	32	2%	63	5%	79	4%	37	2%
Excused After VD	881	78%	1,348	76%	937	76%	1,477	77%	1,456	78%
Served On A Jury	242	22%	421	24%	296	24%	441	23%	407	22%
SERVED ON JURY	242	100%	421	100%	296	100%	441	100%	407	100%
One Day	109	45%	170	40%	121	41%	171	39%	182	45%
Two Days	78	32%	195	46%	52	17%	118	27%	156	38%
Three Days	27	11%	13	3%	95	32%	111	25%	41	10%
Four Days	0	0%	14	3%	14	5%	27	6%	28	7%
More than Four Days	28	12%	29	7%	14	5%	14	3%	0	0%
Questionnaires Sent	21,000	100%	21,000	100%	21,000	100%	21,004	100%	21,000	100%
Asked To Report	1,304	6%	2,087	10%	1,405	7%	2,103	10%	2,122	10%
Served On A Jury	242	1%	421	2%	296	1%	441	2%	407	2%

Jury Service Callaway County

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 or check online every evening during that two-week period to see if they are needed for jury service.

As shown below, 6,000 questionnaires were sent out for qualifying potential jurors in 2016. Of the 6,000 questionnaires, 2,194 individuals were assigned a two- week term of service but only 625 were actually asked to report. The total number of individuals that actually served on a jury was 102.



Callaway County
Jury Panel Service Overview

	2012		2013		2014		2015		2016	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	6,000	100%	6,000	100%	6,002	100%	6,000	100%	6,000	100%
Letter Returned	876	15%	884	15%	948	16%	922	15%	805	13%
No Response	674	11%	685	11%	688	12%	733	12%	812	14%
Disqualified	884	15%	786	13%	796	13%	917	15%	1011	17%
Excused	368	6%	440	7%	435	7%	389	6%	345	6%
Eligible	3,198	53%	3,205	53%	2,867	48%	3,039	51%	3,027	50%
ELIGIBLE	3,198	100%	3,205	100%	2,867	100%	3,039	100%	3,027	100%
Reserve - Not Assigned	1,071	33%	1,476	46%	1,156	40%	1,099	33%	833	27%
Assigned a Week	2,127	67%	1,729	54%	1,711	60%	2,042	67%	2,194	73%
ASSIGNED A WEEK	2,127	100%	1,729	100%	1,711	100%	2,042	100%	2,194	100%
Not Called In	1,747	82%	1,549	90%	1,545	90%	1,745	85%	1,569	72%
Asked to Report	380	18%	180	10%	166	10%	297	15%	625	28%
ASKED TO REPORT	380	100%	180	100%	166	100%	297	100%	625	100%
Excused Prior to Trial	0		0	0%	0	0%	0	0%	0	0%
Absent	78	20%	32	18%	38	23%	69	23%	119	19%
Reported for a Panel	302	80%	148	82%	128	77%	228	77%	506	81%
Reported for Panel	302	100%	148	100%	128	100%	228	100%	506	100%
One Panel	302	100%	148	100%	128	100%	228	100%	482	95%
Two Panels	0	0%	0	0%	0	0%	0	0%	24	5%
Three or more panels	0	0%	0	0%	0	0%	0	0%	0	0%
Excused After VD	226	75%	110	74%	90	70%	163	72%	404	80%
Served On A Jury	76	25%	38	26%	38	30%	65	28%	102	20%
SERVED ON JURY	76	100%	38	100%	38	100%	65	100%	102	100%
One Day	36	48%	13	34%	25	66%	51	78%	62	61%
Two Days	13	17%	25	66%	13	34%	14	22%	26	25%
Three	13	17%	0	0%	0	0%	0	0%	14	14%
Four Days	14	18%	0	0%	0	0%	0	0%	0	0%
More than Four Days	0	0%	0	0%	0	0%	0	0%	0	0%
Questionnaires Sent	6,000	100%	6,000	100%	6,002	100%	6,000	100%	6,000	100%
Asked To Report	380	6%	180	3%	166	2%	297	5%	625	10%
Served On A Jury	76	1%	38	1%	38	1%	65	1%	102	2%

Jury Trial Data

**Trial Data
2016**

Jury Trial Statistics Boone County

During 2016, there was a slight decrease in the number of actual jury trials for Boone County. Of the 37 jury trials held, 8 panels were dismissed prior to the conclusion of the trial which resulted in 29 actual trials. Of the verdicts not returned, 3 were due to mistrials, 2 in a criminal matter and 1 in a civil case. One criminal defendant pled guilty before voir dire and 2 pled after. Two criminal cases were continued before voir dire. In 2016, technology was added to the Ceremonial Courtroom, since that time 3 West and Ceremonial Courtrooms are use almost equally.

2012 2013 2014 2015 2016

Number of Panels Reporting	25	36	25	34	37
-----------------------------------	----	----	----	----	----

Panels Dismissed Before Verdict Rendered	7	5	3	3	8
---	---	---	---	---	---

Number Of Actual Trials	18	31	22	31	29
--------------------------------	----	----	----	----	----

Divisions in Which Trials Were Scheduled

I	5	5	3	7	7
II	4	4	13	8	7
III	7	7	8	10	12
IV	8	8	10	9	10
Visiting Judge	1	1	2	0	1

Courtrooms Jury Trials Were Held

Ceremonial	5	5	6	16	17
1 West	2	2	0	1	1
3 West	18	18	30	17	19

CIVIL VERDICTS

Plaintiff (CV1)	4	6	6	3	2
Defendant (CV2)	5	7	3	4	8

CRIMINAL VERDICTS

Guilty (CR1)	6	14	11	20	18
Not Guilty (CR2)	3	4	2	4	2

GENDER OF JURORS REPORTING

Male	511	786	536	862	858
Female	611	983	609	990	1005

Jury Trial Statistics Callaway County

Callaway showed a slight increase in actual jury trials held in 2016. Of the 5 jury trials that were dismissed prior to a verdict, 1 was a mistrial, 1 defendant pled guilty before voir dire, 1 case was dismissed, 1 case was continued, and in the final case the jury was unable to reach a verdict.

	2012	2013	2014	2015	2016
Number of Panels Reporting	7	3	3	5	12

Panels Dismissed Before Verdict Rendered	3	0	0	0	5
---	---	---	---	---	---

# Of Actual Trials	4	3	3	5	7
---------------------------	---	---	---	---	---

Divisions in Which Trials Were Scheduled

I	1	0	1	0	4
II	4	1	0	1	4
III	1	1	2	2	2
IV	1	1	0	2	2
Visiting Judge	0	0	0	0	0

CIVIL VERDICTS

Plaintiff (CV1)	1	0	0	0	2
Defendant (CV2)	1	0	1	1	0

CRIMINAL VERDICTS

Guilty (CR1)	0	3	1	4	4
Not Guilty (CR2)	2	0	1	0	1

GENDER OF JURORS REPORTING

Male	135	66	48	113	230
Female	167	82	80	115	276

Jury Service

Exit Questionnaire Responses 2016

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 2015, along with a slideshow presentation of trivia questions, an updated version of a video explaining jury duty was produced and recorded by OSCA (Office of State Courts Administration) which provided more updated information for individuals in both Boone and Callaway Counties. Both of these videos help occupy the time individuals wait while paperwork is being prepared for the actual trial.

Over a five year period criminal cases are heard approximately 70% of the time over civil cases. Circuit judges during this time frame heard associate and circuit level cases. However, beginning in 2017, associate judges will begin hearing misdemeanor cases which are typically one day trials. This will allow more cases to be heard and improve case management within the court.

Parking has shown some improvement in Boone County with the addition of a larger parking garage. However, in Callaway County individuals are required to park around the courthouse and display their summons on the dash which results in a lower rating.

One other area which the court will be addressing is a revision of the jury video. The revision will portray a more accurate account of current judges within the 13th Circuit plus provide updated information as it pertains to jury service.

Treatment by staff and marshals remains on average at 98%. Personnel want to insure individuals reporting for jury service as well as all citizens are treated with upmost respect when visiting the courthouse.

Personal safety is another area of concern for the marshal's office. We want to ensure individuals feel they are well protected both during and after jury service. Deputy Marshals are trained to escort jurors out of the courthouse and to their respective parking areas. This area received rankings above 90% in both counties.

Overall, jurors describe the impression of their service as good to excellent 90% of the time for Boone and Callaway.

The following page reports the responses collected in 2016. Data was collected for previous years as a comparison to note improvements that have been made.

Jury Exit Questionnaires	BOONE					CALLAWAY				
	2012	2013	2014	2015	2016	2012	2013	2014	2015	2016
	%	%	%	%	%	%	%	%	%	%
GENDER										
Men	33%	33%	40%	33%	36%	33%	14%	39%	44%	35%
Women	67%	66%	59%	66%	64%	67%	76%	61%	53%	65%
AGE GROUP										
21-24	2%	2%	2%	1%	1%	5%	5%	1%	0%	1%
25-34	14%	16%	18%	12%	10%	6%	7%	21%	2%	12%
35-44	17%	14%	16%	13%	11%	19%	18%	8%	15%	20%
45-54	19%	20%	17%	19%	23%	14%	14%	1%	21%	21%
55-64	28%	24%	27%	26%	30%	34%	39%	33%	24%	27%
65 and Over	20%	22%	20%	23%	25%	22%	17%	28%	37%	19%
PRIOR SERVICE										
Yes	37%	40%	45%	49%	55%	48%	41%	43%	55%	39%
No	63%	54%	54%	50%	42%	52%	59%	57%	44%	61%
Federal	9%	6%	6%	6%	14%	10%	3%	0%	20%	3%
State	78%	90%	84%	83%	73%	72%	97%	78%	63%	97%
Grand Jury	5%	4%	3%	3%	6%	1%	0%	17%	5%	0%
NUMBER OF DAYS REPORTING										
1- 5 Days	96%	98%	98%	99%	97%	100%	100%	99%	100%	97%
6 - 10 Days	4%	2%	1%	1%	2%	0%	0%	1%	0%	2%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE										
Criminal	56%	63%	58%	69%	71%	37%	100%	66%	87%	70%
Civil	36%	36%	34%	24%	21%	36%	0%	32%	2%	30%
LOSS OF INCOME										
Yes	63%	16%	16%	20%	18%	13%	19%	18%	12%	13%
No	35%	83%	81%	77%	79%	82%	81%	81%	80%	86%
SCHEDULING OF TIME										
Excellent/Good	77%	74%	74%	76%	79%	84%	78%	80%	72%	72%
CALL-IN SYSTEM										
Excellent/Good	98%	95%	94%	94%	95%	92%	97%	91%	96%	95%
PARKING										
Excellent/Good	92%	89%	89%	86%	91%	65%	81%	74%	81%	63%
HANDOUTS/BOOKLETS										
Excellent/Good	96%	92%	93%	91%	91%	92%	97%	91%	94%	92%
INITIAL ORIENTATION										
Excellent/Good	97%	98%	93%	97%	99%	93%	95%	96%	88%	98%
ORIENTATION VIDEO										
Excellent/Good	89%	90%	88%	84%	84%	90%	91%	55%	81%	60%
TREATMENT BY STAFF										
Excellent/Good	99%	97%	98%	98%	98%	98%	97%	84%	98%	99%
TREATMENT BY BAILIFFS										
Excellent/Good	99%	98%	99%	99%	98%	100%	95%	97%	100%	100%
ASSEMBLY ROOM										
Excellent/Good	92%	87%	93%	86%	87%	77%	76%	88%	65%	73%
COURTROOM										
Excellent/Good	88%	84%	88%	80%	86%	91%	88%	76%	95%	91%
DELIBERATION ROOM										
Excellent/Good	89%	86%	92%	84%	83%	86%	84%	91%	87%	88%
RESTROOMS										
Excellent/Good	97%	91%	96%	96%	92%	89%	84%	91%	95%	91%
PERSONAL SAFETY										
Excellent/Good	98%	95%	98%	97%	96%	94%	92%	93%	95%	92%
IMPRESSION OF SERVICE										
Favorable	87%	92%	89%	84%	84%	83%	90%	95%	82%	94%
Unfavorable	6%	8%	7%	9%	9%	8%	10%	3%	16%	6%
Not Indicated	7%	0%	4%	7%	7%	9%	0%	2%	2%	0%