

THIRTEENTH JUDICIAL CIRCUIT COURT MARSHAL'S OFFICE



2017 ANNUAL REPORT

Thirteenth Judicial Circuit Court

Marshal's Office

2017 Annual Report

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CIRCUIT COURT MARSHALS OFFICE

Leslie E. Werner

Marshal
1996 – Present

Ben Pruett

Sergeant-Boone
2015 – Present

Lylith Robbins

Sergeant-Callaway
2015 – Present

Clint Troutman

Corporal-Boone
2013 – Present

BOONE COUNTY DEPUTY MARSHALS

Peter Van Kort – 951

2014 - Present

Caitlin Phoenix – 956

2017 – Present

Michael Franks – 953

2017 – Present

John Hoover – 958

2017 – Present

Ray Biggerstaff – 954

2014 - Present

Lorne Jackman – 959

2017 – Present

Jason Terrell – 955

2013 – Present

William McCaulley - 962

2014-2017

CALLAWAY COUNTY DEPUTY MARSHALS

Anthony Bandy – 452

2016 – Present

Amber Pezold– 453

2017 - 2017

PART-TIME DEPUTY MARSHALS

Adam Duncan – 967

John Balkenbush - 968

Jim McLaughlin – 454

CIRCUIT COURT MARSHAL'S OFFICE



The 13th Judicial Circuit Marshal's Office consists of 14 full time officers and 3 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 in Boone County. Of the 14 full-time officers, 3 are based in Callaway County with 1 part-time officer to assist with court and other security matters. 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 for 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.

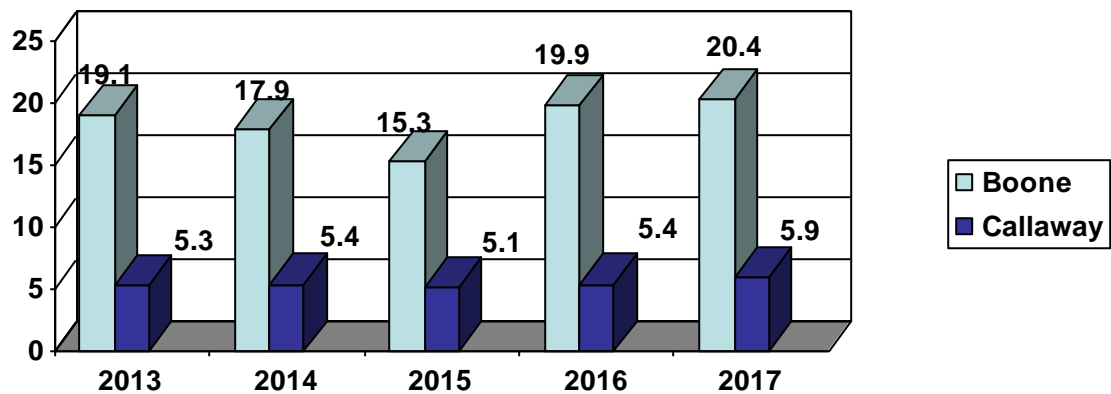
Deputy marshals also provide assistance to the jury supervisor when questionnaires are returned for processing, jury trial preparation and compiling information returned on exit questionnaires from individuals who have completed their jury service.

In March 2017, Callaway began screening individuals at the front door of the courthouse with the use of a security screening station. In Callaway, cell phones are permitted in the courthouse but not allowed in any of the courtrooms due to the Callaway County Courthouse being a multi-function building.

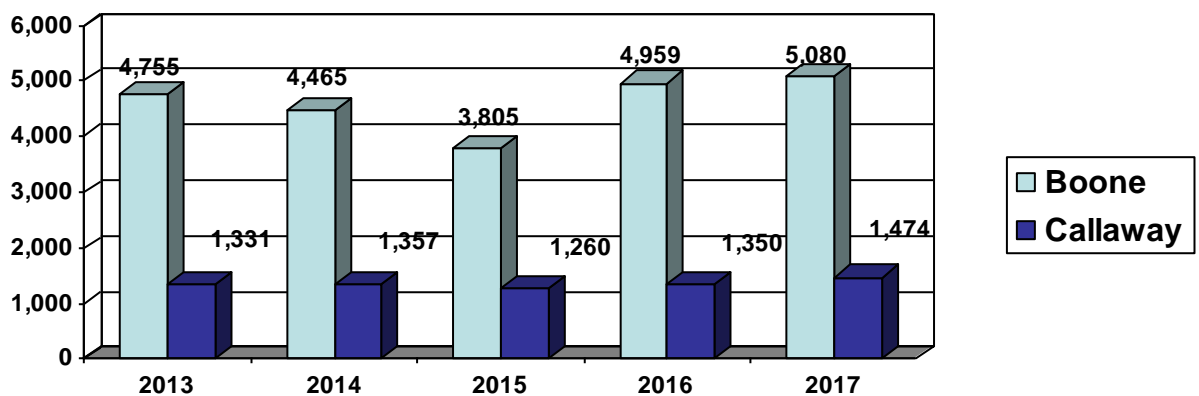
Hours Spent in Court

During 2017, the 11 Boone County officers spent a total of 5,080 hours in court, and the 3 Callaway County officers spent a total of 1,474 hours in court. The 2017 year consisted of 249 work days. This averages out to 20.4 hours of court marshal coverage per day in Boone County, and 5.9 hours of court marshal coverage per day in Callaway County. As shown below, both Boone and Callaway had a slight increase in court hours in 2017.

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 both Boone and Callaway counties, security begins at the security screening station at the front door. 2017 is the first complete year of screening in Callaway County.

On October 24, 2016, the court adopted a cell phone policy that restricted phones in the courthouse. Boone County has restricted all phones from entering the courthouse with the exceptions of attorneys, employees and special categories exempt from this rule.

In Callaway County cell phones are not permitted in the courtrooms.

Number of Passes through the Station

BOONE

Year	Number	% of Change
2013	199,542	2.1% decrease
2014	173,838	12.8% decrease
2015	184,690	9.4% increase
2016	178,494*	3.6% decrease
2017	195,018*	1.9% increase

*Data estimated for 12 days in 2016 and 27 days in 2017 as information was not recorded.

CALLAWAY

Year	Number	% of Change
2017	66,703*	N/A

*Data estimated for 19 days as information was not recorded.

13th Circuit officers made 4 arrests at the security screening station in Boone County during 2017. Incidents included two trespasses, one peace disturbance and one drug paraphernalia. In all instances reports were filed with the prosecutor for further action.

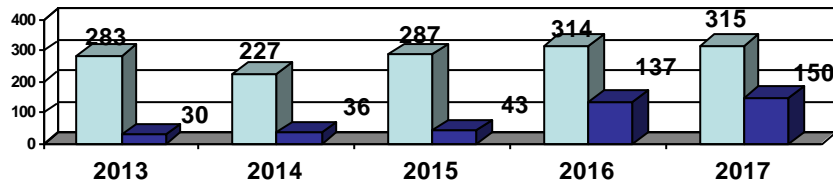
Arrests Made at the Boone County Security Screening Station

2013	1-Illegal weapon (knife)	1
2014	None	0
2015	None	0
2016	2-Stealing	2
2017	2-Trespass, 1-Peace Disturbance, 1-Drug Paraphernalia	4

Arrests and Commits

Marshals are authorized to make arrests and commits within the courthouse. In 2017 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, petitioners in probate matters and employee registration for employment with the court.

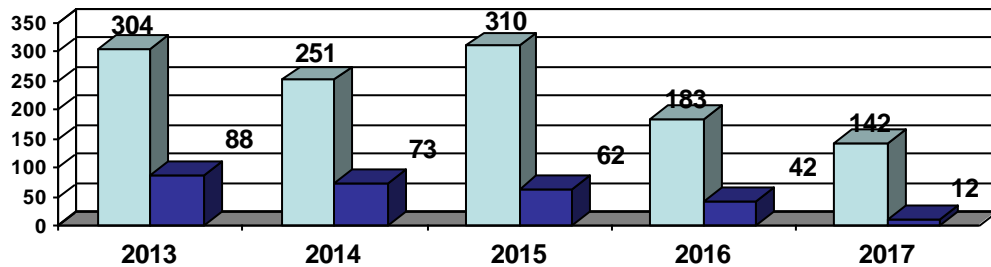
Arrests 2013 - 2017



Boone

Callaway

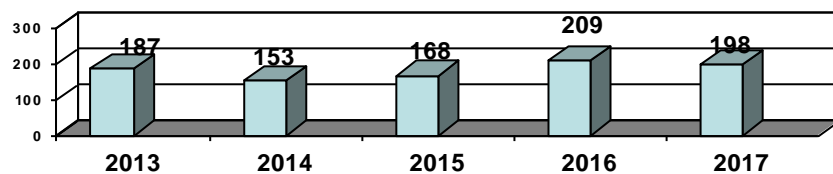
Commits 2013 - 2017



Boone

Callaway

Livescan Fingerprint System 2013 - 2017



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 2017. These alarms were not significant in nature.

Duress Alarms – During working hours deputy marshals responded to a total of 10 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 10 duress alarms received, officers were able to diffuse the situation and required no additional action by the marshals.

Medical Emergencies – Deputy marshals responded to 14 medical emergencies during 2017. 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.

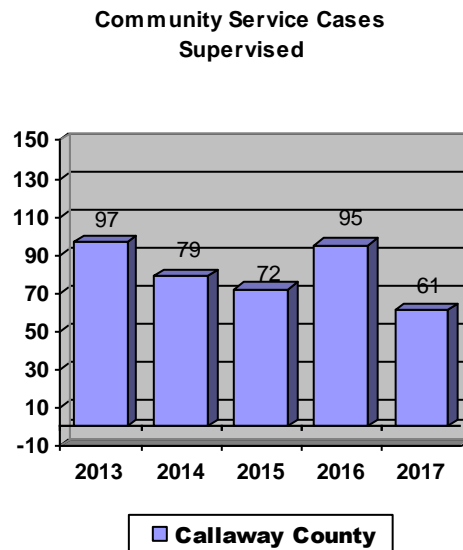
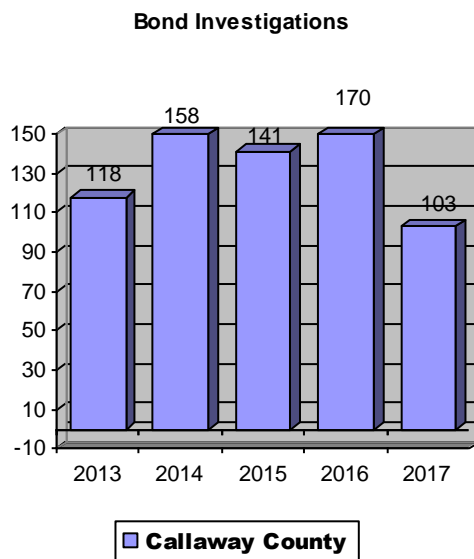
Grounds Patrol – Deputy marshals patrol the Boone County Courthouse, Alternative Sentencing Center, Government Center and grounds, as well as the parking lots, each workday as often as time permits.

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 7 tours of the Boone County Courthouse in 2017.

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 Investigations – 103 Community Service Cases Supervised – 61



TRAINING COMPLETED IN 2017

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.

Beginning January 1, 2017, POST switched to an annual reporting requirement for continuing law enforcement education. Peace officers are now required to obtain 24 hours of continuing education within each calendar year. A minimum of 8 hours must come from an approved provider of training. Of the 24 hours required officers must obtain a minimum of:

- 2 hours Legal Studies
- 2 hours Technical Studies
- 2 hours Interpersonal Perspectives (1 hour must be Racial Profiling Training)
- 2 hours Skill Development in the area of firearms
- 16 hours of Electives (Any of the above-listed core curricula areas)

Below are some of the training received by officers during 2017 training year.

Firearms

- Officer Tactical Training Course
- Firearms Qualification

Legal Studies

- Sexual Harassment
- Missouri Police Law Update
- Legislative Update
- Legal Update

Interpersonal Perspectives

- Racial Profiling
- Fair & Impartial Policing
- Crisis Management
- De-Escalation Techniques
- Officer Mental Health Awareness

Technical Studies

- Arrest & Detention of Foreign Nationals
- Sexual Assault Investigations
- CIT Training
- Stress Management
- Understanding Missouri Treatment Courts
- Recognizing Trauma, Stress & PTSD
- Crime Scene Investigations
- Eyewitness Identifications
- Officer Safety

Skill Development

- MULES Certification Training
- Crisis Casualty Care
- Court Security Training

Training 2017

The Marshal's Office continued to focus 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 mentioned on the previous page, POST changed reporting requirements for the 2017 year and every year thereafter. For each officer to maintain their POST License they must complete 24 hours annually, as opposed to 48 hours every three years. To meet this requirement, the Court Marshal's Office started an on-line continuing education training program through Police One. With this training module each officer is assigned courses each month to ensure everyone will complete the required hours each year.

All marshals within the 13th Judicial Circuit completed classroom training on Crisis Causality Care which deals with the treatment of injured officers and citizens while awaiting medical units responding to an active shooter. After the classroom training, marshals were allowed to test their skills in a simulated exercise with volunteers from the Circuit Clerk's Office serving as "victims".

Active Shooter training for staff at the Callaway County Courthouse was held on December 7, 2017. This training was offered as a training for new employees as well as a refresher from the training in 2016. This training included classroom training as well as simulated exercises.

Officers worked with courthouse staff on 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.

During 2017, Court Marshals participated with Boone County and Columbia Fire Departments in warm zone training. This training allows officers and fire department personnel to work together in an emergency situation. Each entity has their own terminology and by training together we develop a language that allows us to better communicate in an emergency.

The Marshal's Office continues to be trained and certified in CPR/AED and has first aid kits placed in different areas of the courthouses for a quicker response depending on the location of the emergency. The purpose of the responding officer is to provide first aid until fire and medical personnel arrive on the scene to treat the individual.

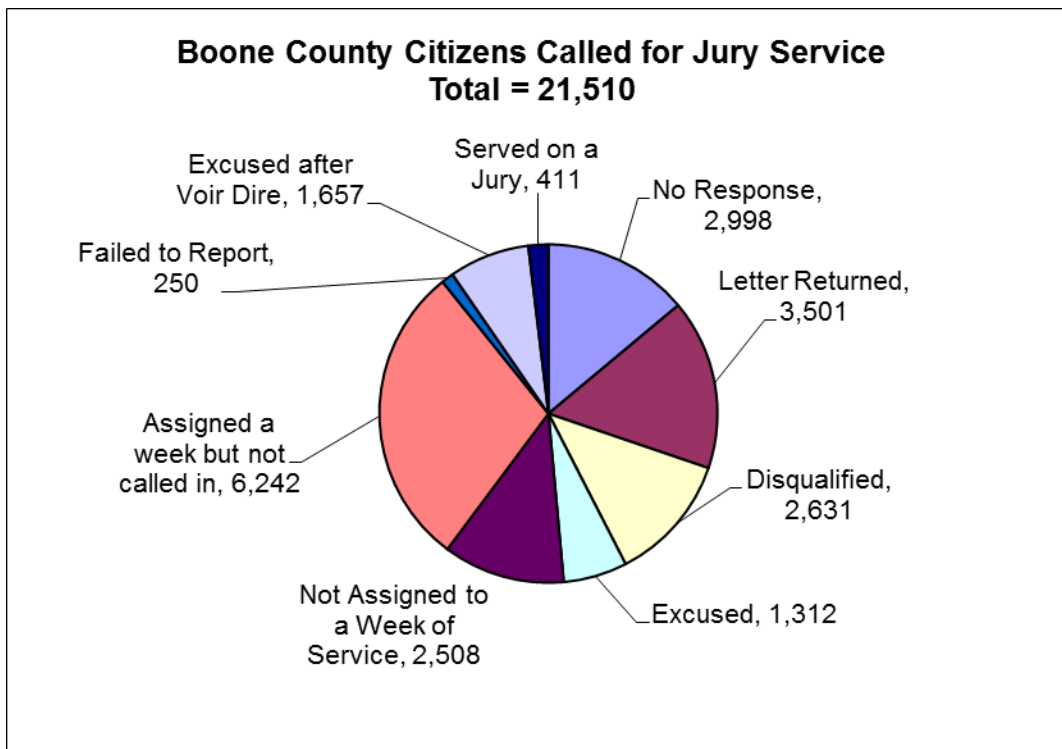
Jury Service

**Jury Panel Data
2017**

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, 21,510 questionnaires were sent out to potential jurors in Boone County in 2017. Of these, 395 jurors were called in for a special sequestered jury from another county. Many jurors are disqualified, excused or deferred before actually being called to serve. For 2017, 6,242 individuals were assigned a week of service but only 2,318 were asked to report. The total number of individuals who actually served on a jury was 411. The 250 jurors who failed to report were 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

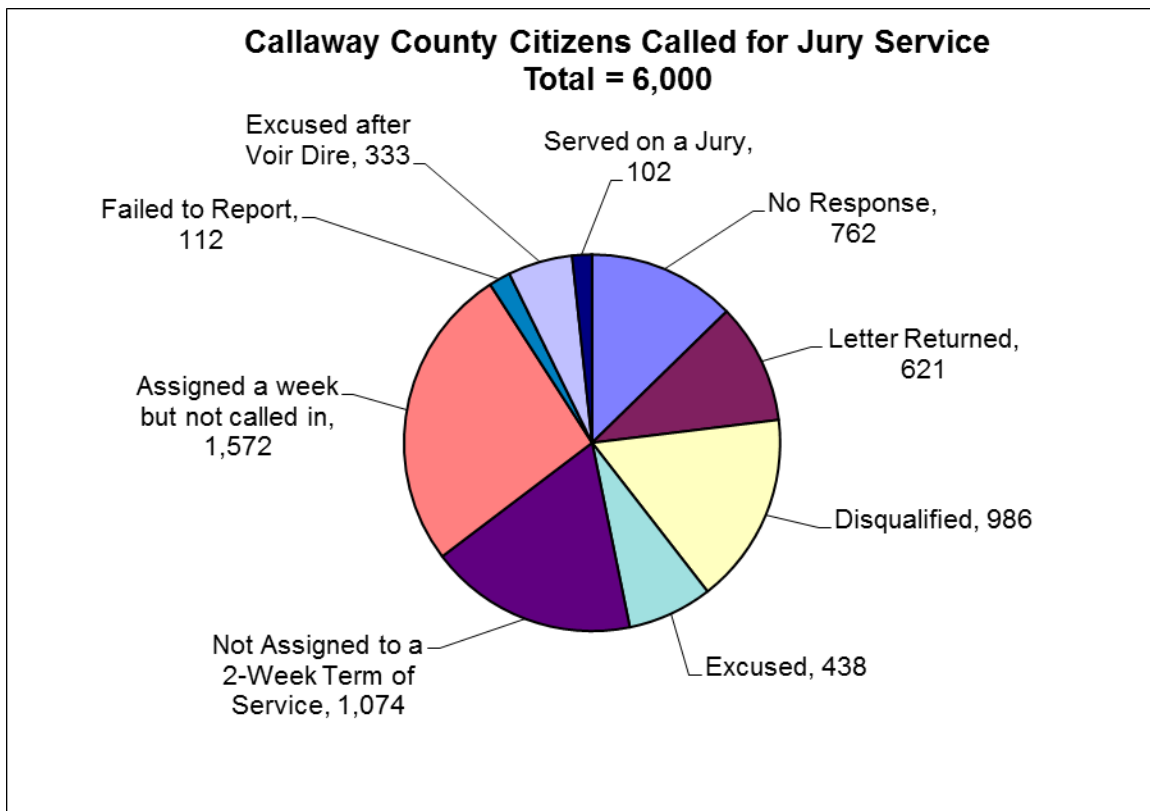
Jury Panel Service Overview

	2013		2014		2015		2016		2017	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	21,000	100%	21,000	100%	21,004	100%	21,000	100%	21,510	100%
Letter Returned	4,288	20%	4,213	20%	4,802	23%	4,084	20%	3,501	16%
No Response	2,329	11%	2,657	12%	2,505	12%	2,545	12%	2,998	14%
Disqualified	2,927	14%	2,848	14%	2,768	13%	2,801	13%	2,631	12%
Excused	999	5%	1,124	5%	1,144	5%	1,185	6%	1,312	6%
Eligible	10,457	50%	10,158	48%	9,785	47%	10,385	49%	11,068	52%
ELIGIBLE	10,457	100%	10,158	100%	9,785	100%	10,385	100%	11,068	100%
Reserve - Not Assigned	2,442	23%	2,594	26%	1,998	20%	2,845	27%	2,508	23%
Assigned a Week	8,015	77%	7,564	74%	7,787	80%	7,540	73%	8,560	77%
ASSIGNED A WEEK	8,015	100%	7,564	100%	7,787	100%	7,540	100%	8,560	100%
Not Called In	5,928	74%	6,159	81%	5,684	73%	5,418	72%	6,242	73%
Asked to Report	2,087	26%	1,405	19%	2,103	27%	2,122	28%	2,318	27%
ASKED TO REPORT	2,087	100%	1,405	100%	2,103	100%	2,122	100%	2,318	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	318	15%	172	12%	185	9%	259	12%	250	11%
Reported for a Panel	1,769	85%	1,233	88%	1,918	91%	1,863	88%	2,068	89%
REPORTED FOR PANEL	1,769	100%	1,233	100%	1,918	100%	1,863	100%	2,068	100%
One Panel	1,737	98%	1,170	95%	1,839	96%	1,826	98%	2,068	100%
Two Panels	32	2%	63	5%	79	4%	37	2%	0	0%
Excused After VD	1,348	76%	937	76%	1,477	77%	1,456	78%	1,657	80%
Served On A Jury	421	24%	296	24%	441	23%	407	22%	411	20%
SERVED ON JURY	421	100%	296	100%	441	100%	407	100%	411	100%
One Day	170	40%	121	41%	171	39%	182	45%	125	31%
Two Days	195	46%	52	17%	118	27%	156	38%	91	22%
Three Days	13	3%	95	32%	111	25%	41	10%	96	23%
Four Days	14	3%	14	5%	27	6%	28	7%	42	10%
More than Four Days	29	7%	14	5%	14	3%	0	0%	57	14%
Questionnaires Sent	21,000	100%	21,000	100%	21,004	100%	21,000	100%	21,510	100%
Asked To Report	2,087	10%	1,405	7%	2,103	10%	2,122	10%	2,318	11%
Served On A Jury	421	2%	296	1%	441	2%	407	2%	411	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 2017. Of the 6,000 questionnaires, 2,119 individuals were assigned a two- week term of service but only 547 were actually asked to report. The total number of individuals that served on a jury was 102.



Callaway County
Jury Panel Service Overview

	2013		2014		2015		2016		2017	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	6,000	100%	6,002	100%	6,000	100%	6,000	100%	6,000	100%
Letter Returned	884	15%	948	16%	922	15%	805	13%	621	11%
No Response	685	11%	688	12%	733	12%	812	14%	762	13%
Disqualified	786	13%	796	13%	917	15%	1011	17%	986	16%
Excused	440	7%	435	7%	389	6%	345	6%	438	7%
Eligible	3,205	53%	2,867	48%	3,039	51%	3,027	50%	3,193	53%
ELIGIBLE	3,205	100%	2,867	100%	3,039	100%	3,027	100%	3,193	100%
Reserve - Not Assigned	1,476	46%	1,156	40%	1,099	33%	833	27%	1,074	34%
Assigned a Week	1,729	54%	1,711	60%	2,042	67%	2,194	73%	2,119	66%
ASSIGNED A WEEK	1,729	100%	1,711	100%	2,042	100%	2,194	100%	2,119	100%
Not Called In	1,549	90%	1,545	90%	1,745	85%	1,569	72%	1,572	74%
Asked to Report	180	10%	166	10%	297	15%	625	28%	547	26%
ASKED TO REPORT	180	100%	166	100%	297	100%	625	100%	547	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	32	18%	38	23%	69	23%	119	19%	112	20%
Reported for a Panel	148	82%	128	77%	228	77%	506	81%	435	80%
Reported for Panel	148	100%	128	100%	228	100%	506	100%	435	100%
One Panel	148	100%	128	100%	228	100%	482	95%	435	100%
Two Panels	0	0%	0	0%	0	0%	24	5%	0	0%
Three or more panels	0	0%	0	0%	0	0%	0	0%	0	0%
Excused After VD	110	74%	90	70%	163	72%	404	80%	333	77%
Served On A Jury	38	26%	38	30%	65	28%	102	20%	102	23%
SERVED ON JURY	38	100%	38	100%	65	100%	102	100%	102	100%
One Day	13	34%	25	66%	51	78%	62	61%	76	75%
Two Days	25	66%	13	34%	14	22%	26	25%	26	25%
Three	0	0%	0	0%	0	0%	14	14%	0	0%
Four Days	0	0%	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%	6,002	100%	6,000	100%	6,000	100%	6,000	100%
Asked To Report	180	3%	166	2%	297	5%	625	10%	547	9%
Served On A Jury	38	1%	38	1%	65	1%	102	2%	102	2%

Jury Trial Data

**Trial Data
2017**

Jury Trial Statistics

Boone County

During 2017, the number of actual jury trials for Boone County remained the same as in 2016. Of the 34 jury trials held, 5 panels were dismissed prior to the conclusion of the trial which resulted in 29 actual trials. Of the verdicts not returned, 1 was due to mistrial, 1 civil case was settled prior to jury selection, 1 civil and 1 criminal were continued, and in 1 case the jury was unable to reach a verdict. In 2017, associate circuit judges began hearing misdemeanor jury trials. Six trials were heard by associate circuit judges. Boone County also had two visiting judges conduct jury trials, Judges Koffman and Lynch.

	2013	2014	2015	2016	2017
Number of Panels Reporting	36	25	34	37	34

Panels Dismissed Before Verdict Rendered	5	3	3	8	5
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Number Of Actual Trials	31	22	31	29	29
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Divisions in Which Trials had Panels Reporting

I	5	3	7	7	6
II	4	13	8	7	10
III	7	8	10	12	5
IV	8	10	9	10	6
V	0	0	0	0	3
IX	0	0	0	0	1
XI	0	0	0	0	1
Visiting Judge	1	2	0	1	2

Courtrooms Jury Trials Were Held

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

CIVIL VERDICTS

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

CRIMINAL VERDICTS

Guilty (CR1)	14	11	20	18	16
Not Guilty (CR2)	4	2	4	2	2

GENDER OF JURORS REPORTING

Male	786	536	862	858	945
Female	983	609	990	1005	1123

Jury Trial Statistics Callaway County

Callaway showed no change in actual jury trials held in 2017. Of the 4 jury trials that were dismissed, 2 criminal cases pled guilty prior to a jury being selected, 1 case was dismissed and in 1 case jurors were unable to reach a verdict. In 2017, associate circuit judges began hearing misdemeanor jury trials. Three jury trials were heard by associate circuit judges.

	2013	2014	2015	2016	2017
Number of Panels Reporting	3	3	5	12	11

Panels Dismissed Before Verdict Rendered	0	0	0	5	4
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# Of Actual Trials	3	3	5	7	7
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Divisions in Which Trials had Panels Reporting

I	0	1	0	4	3
II	1	0	1	4	0
III	1	2	2	2	3
IV	1	0	2	2	2
VI	0	0	0	0	1
VII	0	0	0	0	2
Visiting Judge	0	0	0	0	0

CIVIL VERDICTS

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

CRIMINAL VERDICTS

Guilty (CR1)	3	1	4	4	5
Not Guilty (CR2)	0	1	0	1	1

GENDER OF JURORS REPORTING

Male	66	48	113	230	187
Female	82	80	115	276	248

Jury Service

Exit Questionnaire Responses 2017

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.

Court marshals assist with checking jurors in, preparing seating charts and creating rosters for the judge and attorneys. After the seating chart is prepared, deputy marshals instruct panel members on how the day will proceed, the courtroom location, the judge and type of case they will be hearing on that day. Panel members are then escorted to the courtroom to begin the selection process.

One area the court will be addressing is an update of the jury video to include current judges within the 13th Circuit and provide updated information as it pertains to jury service. The updated video is to be completed in 2018.

Individuals summoned for jury service are required to call a designated number or check the internet to verify if their service is required. Of the responses received 94% approve of the current call-in system as provided by the 13th Circuit.

Treatment by staff and marshals remains on average at 98%. Personnel want to ensure individuals reporting for jury service, as well as all citizens, are treated with the 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 96% in both counties.

The following page reports the responses collected in 2017 compared to previous years.

Jury Exit Questionnaires	BOONE					CALLAWAY				
	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017
	%	%	%	%	%	%	%	%	%	%
GENDER										
Men	33%	40%	33%	36%	36%	14%	39%	44%	35%	38%
Women	66%	59%	66%	64%	64%	76%	61%	53%	65%	62%
AGE GROUP										
21-24	2%	2%	1%	1%	1%	5%	1%	0%	1%	0%
25-34	16%	18%	12%	10%	13%	7%	21%	2%	12%	14%
35-44	14%	16%	13%	11%	16%	18%	8%	15%	20%	9%
45-54	20%	17%	19%	23%	18%	14%	1%	21%	21%	19%
55-64	24%	27%	26%	30%	25%	39%	33%	24%	27%	29%
65 and Over	22%	20%	23%	25%	27%	17%	28%	37%	19%	29%
PRIOR SERVICE										
Yes	40%	45%	49%	55%	56%	41%	43%	55%	39%	53%
No	54%	54%	50%	42%	42%	59%	57%	44%	61%	47%
Federal	6%	6%	6%	14%	25%	3%	0%	20%	3%	3%
State	90%	84%	83%	73%	38%	97%	78%	63%	97%	54%
Grand Jury	4%	3%	3%	6%	23%	0%	17%	5%	0%	23%
NUMBER OF DAYS REPORTING										
1- 5 Days	98%	98%	99%	97%	99%	100%	99%	100%	97%	99%
6 - 10 Days	2%	1%	1%	2%	1%	0%	1%	0%	2%	1%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE										
Criminal	63%	58%	69%	71%	41%	100%	66%	87%	70%	50%
Civil	36%	34%	24%	21%	18%	0%	32%	2%	30%	14%
LOSS OF INCOME										
Yes	16%	16%	20%	18%	15%	19%	18%	12%	13%	21%
No	83%	81%	77%	79%	83%	81%	81%	80%	86%	77%
SCHEDULING OF TIME										
Excellent/Good	74%	74%	76%	79%	70%	78%	80%	72%	72%	76%
CALL-IN SYSTEM										
Excellent/Good	95%	94%	94%	95%	93%	97%	91%	96%	95%	95%
PARKING										
Excellent/Good	89%	89%	86%	91%	77%	81%	74%	81%	63%	72%
HANDOUTS/BOOKLETS										
Excellent/Good	92%	93%	91%	91%	88%	97%	91%	94%	92%	88%
INITIAL ORIENTATION										
Excellent/Good	98%	93%	97%	99%	84%	95%	96%	88%	98%	72%
ORIENTATION VIDEO										
Excellent/Good	90%	88%	84%	84%	77%	91%	55%	81%	60%	72%
TREATMENT BY STAFF										
Excellent/Good	97%	98%	98%	98%	99%	97%	84%	98%	99%	96%
TREATMENT BY BAILIFFS										
Excellent/Good	98%	99%	99%	98%	99%	95%	97%	100%	100%	100%
ASSEMBLY ROOM										
Excellent/Good	87%	93%	86%	87%	84%	76%	88%	65%	73%	64%
COURTROOM										
Excellent/Good	84%	88%	80%	86%	81%	88%	76%	95%	91%	84%
DELIBERATION ROOM										
Excellent/Good	86%	92%	84%	83%	87%	84%	91%	87%	88%	87%
RESTROOMS										
Excellent/Good	91%	96%	96%	92%	93%	84%	91%	95%	91%	78%
PERSONAL SAFETY										
Excellent/Good	95%	98%	97%	96%	96%	92%	93%	95%	92%	96%
IMPRESSION OF SERVICE										
Favorable	92%	89%	84%	84%	82%	90%	95%	82%	94%	92%
Unfavorable	8%	7%	9%	9%	7%	10%	3%	16%	6%	2%
Not Indicated	0%	4%	7%	7%	11%	0%	2%	2%	0%	6%