

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



**2018
ANNUAL REPORT**

Thirteenth Judicial Circuit Court

Marshal's Office

2018 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

John Stamper – 956

2018 – Present

Michael Franks – 953

2017 – Present

Cody Oseth – 958

2018 – Present

Justin Harlan– 954

2018 - Present

Lorne Jackman – 959

2017 – Present

Thomas Whitener– 955

2018 – Present

Andrew Bell - 962

2018 - Present

CALLAWAY COUNTY DEPUTY MARSHALS

Jason Terrell – 452

2013 – Present

Daniel T Jordan– 453

2018 - Present

PART-TIME DEPUTY MARSHALS

Adam Duncan – 967

Davon Argo - 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 are also two part-time noncommissioned employees to assist the jury supervisor with the processing of incoming jury questionnaires in Boone and Callaway 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.

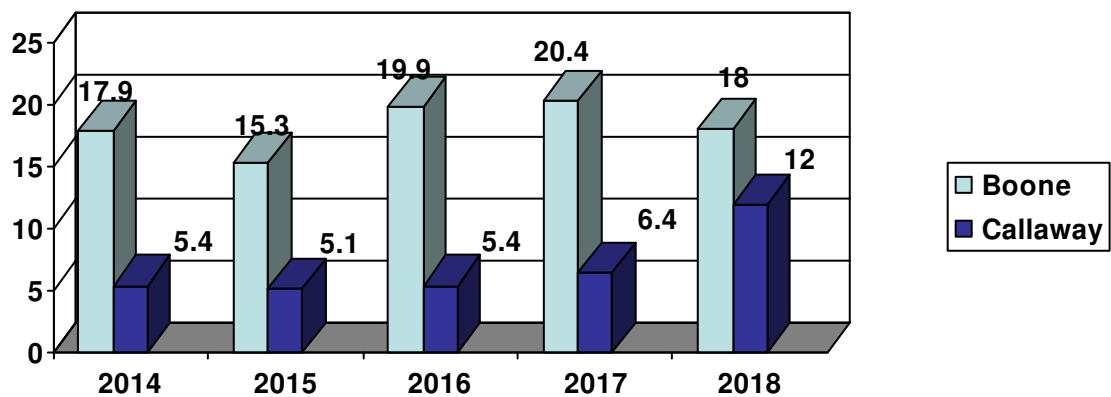
During 2018, OSCA introduced Show-me Jury which reduced the amount of paper questionnaires coming into the courthouse for processing. With this system individuals complete their questionnaires on-line. This system also allows individuals to enter conflict dates and other requests for excusal.

Cellphones were banned from the Boone County Courthouse in October of 2016, which eliminated disruptions in court. In Callaway County cellphones are permitted within the courthouse but not allowed in the courtroom. Cellphones are permitted within the court by orders of the judge for evidentiary purposes.

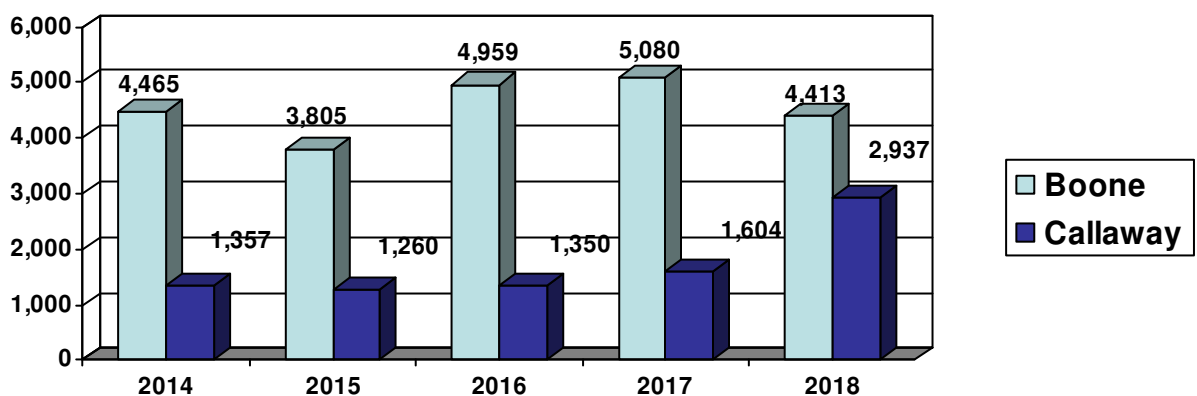
Hours Spent in Court

During 2018, the 11 Boone County officers spent a total of 4,413 hours in court, and the 3 Callaway County officers spent a total of 2,937 hours in court. The 2018 year consisted of 245 work days. This averages out to 18 hours of court marshal coverage per day in Boone County, and 12 hours of court marshal coverage per day in Callaway County. As shown below, Boone County had a 13% decrease in court hours, while Callaway had an increase of 83% in court 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 both Boone and Callaway counties, security begins at the security screening station at the front door.

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
2014	173,838	12.8% decrease
2015	184,690	6.2% increase
2016	178,494*	3.4% decrease
2017	195,018*	9.3% increase
2018	165,097	15.3% decrease

*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
2018	74,452	11.6% increase

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

13th Circuit officers made 2 arrests at the security screening station in Boone County during 2018. Incidents included one trespass and one assault on law enforcement officer. In all instances reports were filed with the prosecutor for further action.

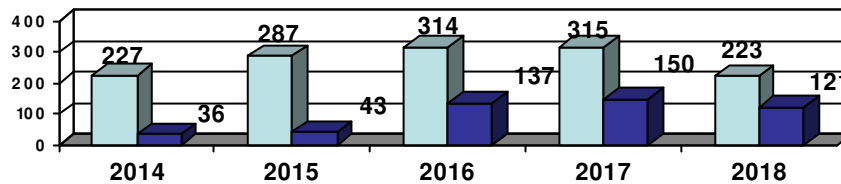
Arrests Made at the Boone County Security Screening Station

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
2018	1-Trespass, 1-Assault on Law Enforcement	2

Arrests and Commits

Marshals are authorized to make arrests and commits within the courthouse. In 2018 arrests included individuals with warrants and on-view arrests. Commits included individuals ordered committed to the Department of Corrections, Boone/Callaway County Jails 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.

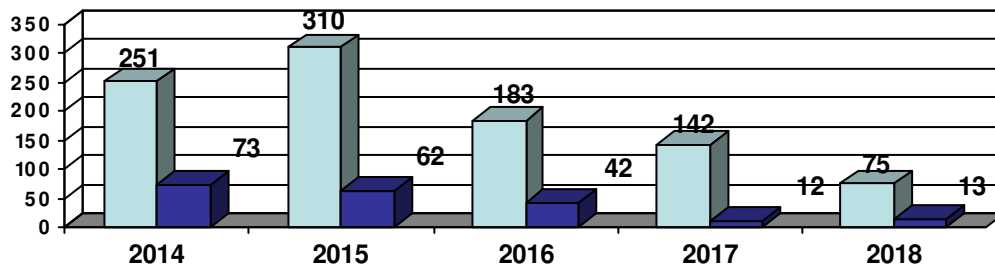
Arrests 2014 - 2018



Boone

Callaway

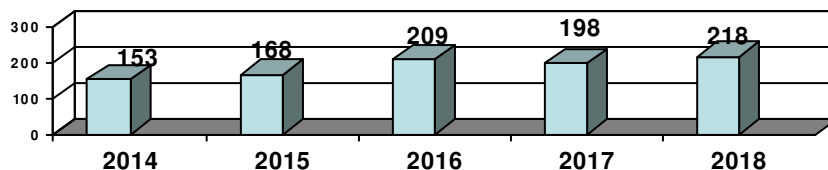
Commits 2014 - 2018



Boone

Callaway

Livescan Fingerprint System 2014 - 2018



Boone

Boone County Marshals Office Additional Duties

Intrusion & Fire Alarms – During the hours that the Boone County Courthouse was closed deputy marshals responded to 11 calls from the alarm monitoring company reporting possible intrusion, fire, power failure, and water flow alarms at the courthouse in 2018. These alarms were not significant in nature.

Duress Alarms – During working hours deputy marshals responded to a total of 1 duress (trouble) alarm initiated in the interview rooms in the Juvenile Offices of the Boone County Courthouse. Of the 1 duress alarm received, officers were able to diffuse the situation and required no additional action by the marshals.

Medical Emergencies – Deputy marshals responded to 22 medical emergencies during 2018. 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 60 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.

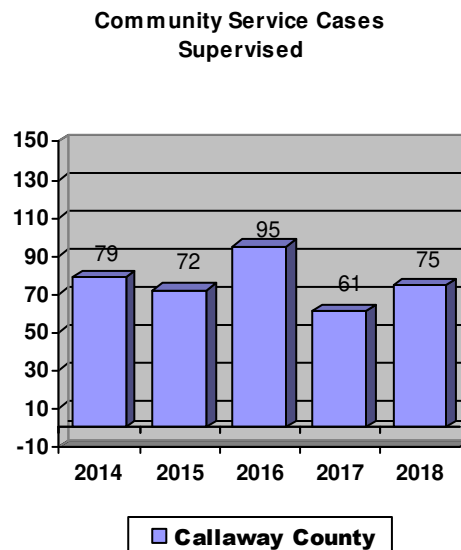
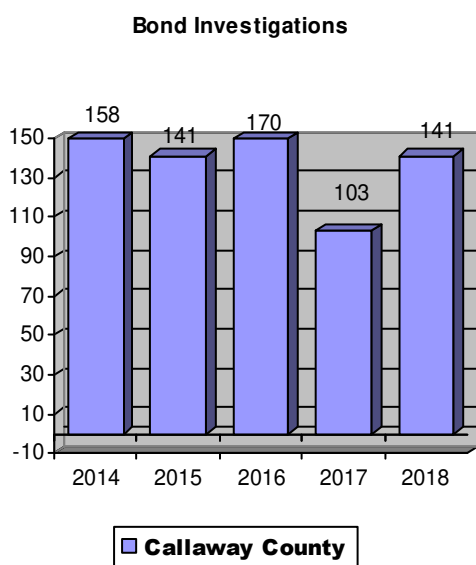
Grounds Patrol – Deputy marshals patrol the Boone County Courthouse, Alternative Sentencing Center, Government Center and grounds, as well as the parking lots, each workday as often as time permits.

Special Events – Deputy marshals work evenings and weekends as needed in the Boone County Courthouse about 2-3 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 9 tours of the Boone County Courthouse in 2018 and 5 tours at the Callaway Courthouse.

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 – 141 Community Service Cases Supervised – 75



TRAINING COMPLETED IN 2018

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 2018 training year.

Firearms

- Firearms Qualification

Legal Studies

- Sexual Harassment
- Constitutional Law
- Racial Profiling II: Data Collections
- Legal Update

Interpersonal Perspectives

- Anti-Bias Training for Law Enforcement
- Officer Tactical Training
- Responding to People with Mental Illness
- Criminal Jihadist Extremism in the North America
- ISIS and Social Media
- Officer Wellness & Mental Health Awareness
- Using Social Media for Investigations
- LGBTI Issues
- Cultural Diversity

Technical Studies

- Active Shooter: Phases and Prevention
- Officer Safety and Procedure in Domestic Violence Response
- Opioid Crisis: Protecting our First Responders
- Active Shooter: Ambush Awareness and Preparation
- Active Shooter: Recognition & Basic Response
- Off Duty, Safe and Ready
- Emergency Operations Planning for Schools

Skill Development

- MULES Certification Training
- Firearms Skill Development

Training 2018

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 starting in 2017. 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.

Court Marshals participated with Boone County Fire Departments in basic life support training and certification. This is a 2 year certification that allows us training on proper techniques for CPR, BLS and the use of tourniquets. Officers were given instructions on how to use and operate the AED units that are located within county buildings both in Boone and Callaway Counties.

The Marshal's Office currently 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.

The Court Marshals also conducted two training events with the Columbia Fire Department. The training focused on warm zone and how to perform tasks after an incident at the courthouse. The first training allowed the officers and fire personnel to learn each other's language and how to perform tasks together. The second training, active shooter response/warm zone, incorporated local emergency responders including Columbia Police & Fire, Boone County Sheriff's Department, Boone County and University of Missouri Ambulances, Court Marshals and employees of the Boone County Courthouse. The Boone County Sheriff Department Explorers and court employees served as voluntary victims to make the training more realistic.

More trainings of this nature are planned for 2019.

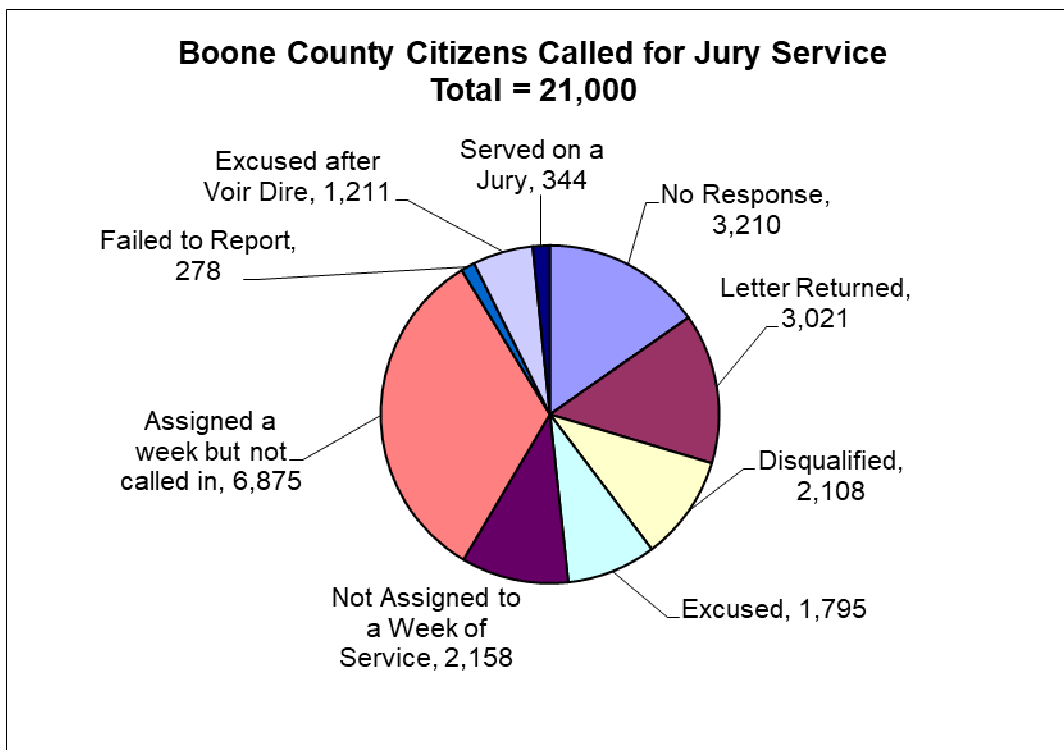
Jury Service

**Jury Panel Data
2018**

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 2018. Many jurors are disqualified, excused or deferred before actually being called to serve. For 2018, 6,875 individuals were assigned a week of service but only 1,833 were asked to report. The total number of individuals who actually served on a jury was 344. The 278 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

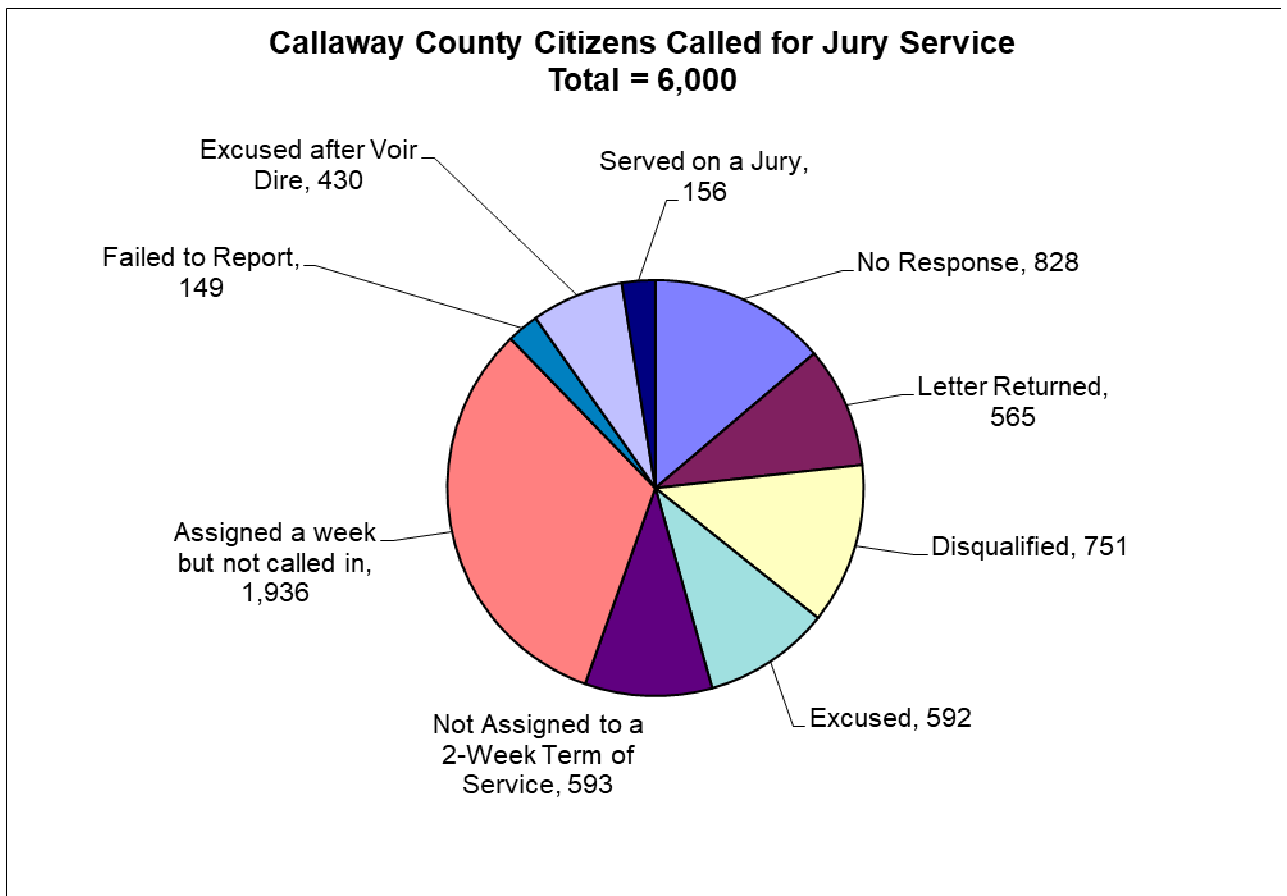
Jury Panel Service Overview

	2014		2015		2016		2017		2018	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	21,000	100%	21,004	100%	21,000	100%	21,510	100%	21,000	100%
Letter Returned	4,213	20%	4,802	23%	4,084	20%	3,501	16%	3,021	14%
No Response	2,657	12%	2,505	12%	2,545	12%	2,998	14%	3,210	15%
Disqualified	2,848	14%	2,768	13%	2,801	13%	2,631	12%	2,108	10%
Excused	1,124	5%	1,144	5%	1,185	6%	1,312	6%	1,795	9%
Eligible	10,158	48%	9,785	47%	10,385	49%	11,068	52%	10,866	52%
ELIGIBLE	10,158	100%	9,785	100%	10,385	100%	11,068	100%	10,866	100%
Reserve - Not Assigned	2,594	26%	1,998	20%	2,845	27%	2,508	23%	2,158	20%
Assigned a Week	7,564	74%	7,787	80%	7,540	73%	8,560	77%	8,708	80%
ASSIGNED A WEEK	7,564	100%	7,787	100%	7,540	100%	8,560	100%	8,708	100%
Not Called In	6,159	81%	5,684	73%	5,418	72%	6,242	73%	6,875	79%
Asked to Report	1,405	19%	2,103	27%	2,122	28%	2,318	27%	1,833	21%
ASKED TO REPORT	1,405	100%	2,103	100%	2,122	100%	2,318	100%	1,833	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	172	12%	185	9%	259	12%	250	11%	278	15%
Reported for a Panel	1,233	88%	1,918	91%	1,863	88%	2,068	89%	1,555	85%
REPORTED FOR PANEL	1,233	100%	1,918	100%	1,863	100%	2,068	100%	1,555	100%
One Panel	1,170	95%	1,839	96%	1,826	98%	2,068	100%	1,555	100%
Two Panels	63	5%	79	4%	37	2%	0	0%	0	0%
Excused After VD	937	76%	1,477	77%	1,456	78%	1,657	80%	1,211	78%
Served On A Jury	296	24%	441	23%	407	22%	411	20%	344	22%
SERVED ON JURY	296	100%	441	100%	407	100%	411	100%	344	100%
One Day	121	41%	171	39%	182	45%	125	31%	140	41%
Two Days	52	17%	118	27%	156	38%	91	22%	104	30%
Three Days	95	32%	111	25%	41	10%	96	23%	42	12%
Four Days	14	5%	27	6%	28	7%	42	10%	28	8%
More than Four Days	14	5%	14	3%	0	0%	57	14%	30	9%
Questionnaires Sent	21,000	100%	21,004	100%	21,000	100%	21,510	100%	21,000	100%
Asked To Report	1,405	7%	2,103	10%	2,122	10%	2,318	11%	1,833	9%
Served On A Jury	296	1%	441	2%	407	2%	411	2%	344	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 2018. Of the 6,000 questionnaires, 2,671 individuals were assigned a two- week term of service but only 735 were actually asked to report. The total number of individuals that served on a jury was 156.



Callaway County
Jury Panel Service Overview

	2014		2015		2016		2017		2018	
	#	%	#	%	#	%	#	%	#	%
Questionnaires Sent	6,002	100%	6,000	100%	6,000	100%	6,000	100%	6,000	100%
Letter Returned	948	16%	922	15%	805	13%	621	11%	565	9%
No Response	688	12%	733	12%	812	14%	762	13%	828	14%
Disqualified	796	13%	917	15%	1011	17%	986	16%	751	13%
Excused	435	7%	389	6%	345	6%	438	7%	592	10%
Eligible	2,867	48%	3,039	51%	3,027	50%	3,193	53%	3,264	54%
ELIGIBLE	2,867	100%	3,039	100%	3,027	100%	3,193	100%	3,264	100%
Reserve - Not Assigned	1,156	40%	1,099	33%	833	27%	1,074	34%	593	18%
Assigned a Week	1,711	60%	2,042	67%	2,194	73%	2,119	66%	2,671	82%
ASSIGNED A WEEK	1,711	100%	2,042	100%	2,194	100%	2,119	100%	2,671	100%
Not Called In	1,545	90%	1,745	85%	1,569	72%	1,572	74%	1,936	72%
Asked to Report	166	10%	297	15%	625	28%	547	26%	735	28%
ASKED TO REPORT	166	100%	297	100%	625	100%	547	100%	735	100%
Excused Prior to Trial	0	0%	0	0%	0	0%	0	0%	0	0%
Absent	38	23%	69	23%	119	19%	112	20%	149	20%
Reported for a Panel	128	77%	228	77%	506	81%	435	80%	586	80%
Reported for Panel	128	100%	228	100%	506	100%	435	100%	586	100%
One Panel	128	100%	228	100%	482	95%	435	100%	586	100%
Two Panels	0	0%	0	0%	24	5%	0	0%	0	0%
Three or more panels	0	0%	0	0%	0	0%	0	0%	0	0%
Excused After VD	90	70%	163	72%	404	80%	333	77%	430	73%
Served On A Jury	38	30%	65	28%	102	20%	102	23%	156	27%
SERVED ON JURY	38	100%	65	100%	102	100%	102	100%	156	100%
One Day	25	66%	51	78%	62	61%	76	75%	91	58%
Two Days	13	34%	14	22%	26	25%	26	25%	53	34%
Three	0	0%	0	0%	14	14%	0	0%	0	0%
Four Days	0	0%	0	0%	0	0%	0	0%	12	8%
More than Four Days	0	0%	0	0%	0	0%	0	0%	0	0%
Questionnaires Sent	6,002	100%	6,000	100%	6,000	100%	6,000	100%	6,000	100%
Asked To Report	166	2%	297	5%	625	10%	547	9%	735	12%
Served On A Jury	38	1%	65	1%	102	2%	102	2%	156	3%

Jury Trial Data

**Trial Data
2018**

Jury Trial Statistics Boone County

During 2018, the number of actual jury trials for Boone County showed a 14% decrease compared to 2017. Of the 29 jury trials held, 4 panels were dismissed prior to the conclusion of the trial which resulted in 25 actual trials. Of the verdicts not returned, 1 was due to the jury being unable to reach a verdict, 2 criminal defendants pled guilty before voir dire and 1 case was continued before voir dire. In 2018, 24 trials were conducted by circuit court judges and 1 was conducted by an associate circuit judge. The remaining jury trials were conducted by visiting Judges Koffman, Lynch and Callahan (2).

	2014	2015	2016	2017	2018
Number of Panels Reporting	25	34	37	34	29

Panels Dismissed Before Verdict Rendered	3	3	8	5	4
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Number Of Actual Trials	22	31	29	29	25
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Divisions in Which Trials had Panels Reporting

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

Courtrooms Jury Trials Were Held

Ceremonial	6	16	17	17	13
1 West	0	1	1	0	0
3 West	30	17	19	17	16

CIVIL VERDICTS

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

CRIMINAL VERDICTS

Guilty (CR1)	11	20	18	16	13
Not Guilty (CR2)	2	4	2	2	4

GENDER OF JURORS REPORTING

Male	536	862	858	945	721
Female	609	990	1005	1123	832

Jury Trial Statistics Callaway County

Callaway showed 1 additional trial in 2018 from the previous year. All trials held in 2018 resulted in a verdicts being rendered. Of the 12 juries held in Callaway, 3 were heard by associate circuit judges.

	2014	2015	2016	2017	2018
Number of Panels Reporting	3	5	12	11	12

Panels Dismissed Before Verdict Rendered	0	0	5	4	0
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# Of Actual Trials	3	5	7	7	12
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Divisions in Which Trials had Panels Reporting

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

CIVIL VERDICTS

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

CRIMINAL VERDICTS

Guilty (CR1)	1	4	4	5	10
Not Guilty (CR2)	1	0	1	1	2

GENDER OF JURORS REPORTING

Male	48	113	230	187	268
Female	80	115	276	248	318

Jury Service

Exit Questionnaire Responses 2018

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 and 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.

A new jury orientation video was developed for the 13th Circuit to update with current judges and staff. Despite this update, the rating of excellent/good showed little change. A slide show of trivia questions related to court and the courthouse is also played while panelists are waiting to enter the courtroom.

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 96% approve of the current call-in system as provided by the 13th Circuit.

Treatment by staff and personal safety 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. We also want individuals to feel safe while they are at the courthouse.

As the responses indicate, jurors 98% of the time reported for service for 1-5 days.

The report also shows 54% of individuals called for jury service report prior jury service. In most cases their prior jury service was a state court either in Boone or Callaway County or a prior place of residence.

The following page reports the responses collected in 2018 compared to previous years.

Jury Exit Questionnaires	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
	%	%	%	%	%	%	%	%	%	%
GENDER										
Men	40%	33%	36%	36%	40%	39%	44%	35%	38%	37%
Women	59%	66%	64%	64%	58%	61%	53%	65%	62%	63%
AGE GROUP										
21-24	2%	1%	1%	1%	1%	1%	0%	1%	0%	0%
25-34	18%	12%	10%	13%	11%	21%	2%	12%	14%	9%
35-44	16%	13%	11%	16%	16%	8%	15%	20%	9%	15%
45-54	17%	19%	23%	18%	18%	1%	21%	21%	19%	14%
55-64	27%	26%	30%	25%	24%	33%	24%	27%	29%	30%
65 and Over	20%	23%	25%	27%	30%	28%	37%	19%	29%	31%
PRIOR SERVICE										
Yes	45%	49%	55%	56%	46%	43%	55%	39%	53%	54%
No	54%	50%	42%	42%	54%	57%	44%	61%	47%	46%
Federal	6%	6%	14%	25%	4%	0%	20%	3%	3%	17%
State	84%	83%	73%	38%	92%	78%	63%	97%	54%	80%
Grand Jury	3%	3%	6%	23%	4%	17%	5%	0%	23%	1%
NUMBER OF DAYS REPORTING										
1- 5 Days	98%	99%	97%	99%	98%	99%	100%	97%	99%	98%
6 - 10 Days	1%	1%	2%	1%	1%	1%	0%	2%	1%	1%
More Than 10 Days	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TYPE OF CASE										
Criminal	58%	69%	71%	41%	68%	66%	87%	70%	50%	93%
Civil	34%	24%	21%	18%	32%	32%	2%	30%	14%	7%
LOSS OF INCOME										
Yes	16%	20%	18%	15%	23%	18%	12%	13%	21%	18%
No	81%	77%	79%	83%	77%	81%	80%	86%	77%	81%
SCHEDULING OF TIME										
Excellent/Good	74%	76%	79%	70%	70%	80%	72%	72%	76%	72%
CALL-IN SYSTEM										
Excellent/Good	94%	94%	95%	93%	93%	91%	96%	95%	95%	96%
PARKING										
Excellent/Good	89%	86%	91%	77%	83%	74%	81%	63%	72%	68%
HANDOUTS/BOOKLETS										
Excellent/Good	93%	91%	91%	88%	87%	91%	94%	92%	88%	92%
INITIAL ORIENTATION										
Excellent/Good	93%	97%	99%	84%	97%	96%	88%	98%	72%	98%
ORIENTATION VIDEO										
Excellent/Good	88%	84%	84%	77%	78%	55%	81%	60%	72%	77%
TREATMENT BY STAFF										
Excellent/Good	98%	98%	98%	99%	96%	84%	98%	99%	96%	97%
TREATMENT BY BAILIFFS										
Excellent/Good	99%	99%	98%	99%	98%	97%	100%	100%	100%	99%
ASSEMBLY ROOM										
Excellent/Good	93%	86%	87%	84%	84%	88%	65%	73%	64%	79%
COURTROOM										
Excellent/Good	88%	80%	86%	81%	82%	76%	95%	91%	84%	86%
DELIBERATION ROOM										
Excellent/Good	92%	84%	83%	87%	84%	91%	87%	88%	87%	87%
RESTROOMS										
Excellent/Good	96%	96%	92%	93%	95%	91%	95%	91%	78%	86%
PERSONAL SAFETY										
Excellent/Good	98%	97%	96%	96%	96%	93%	95%	92%	96%	98%
IMPRESSION OF SERVICE										
Favorable	89%	84%	84%	82%	86%	95%	82%	94%	92%	88%
Unfavorable	7%	9%	9%	7%	9%	3%	16%	6%	2%	11%
Not Indicated	4%	7%	7%	11%	5%	2%	2%	0%	6%	1%