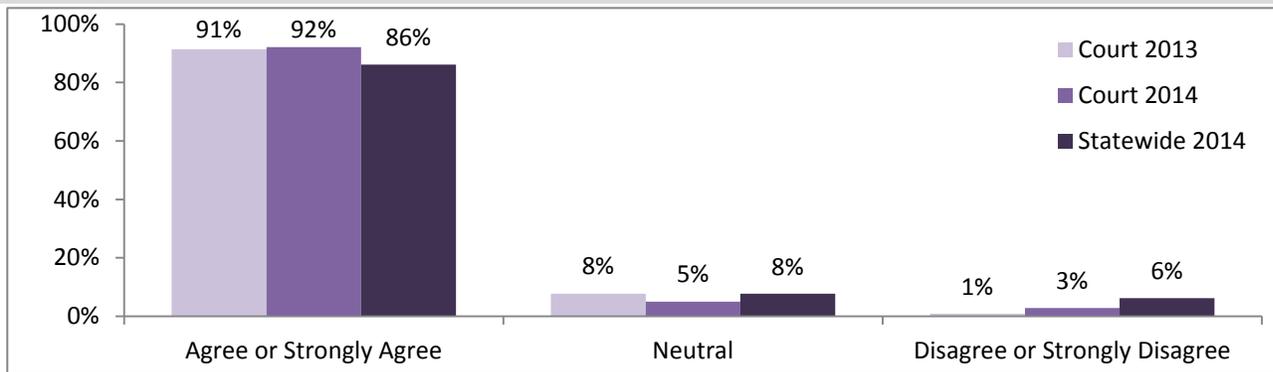


Questions 1 and 2 were directed to all respondents.

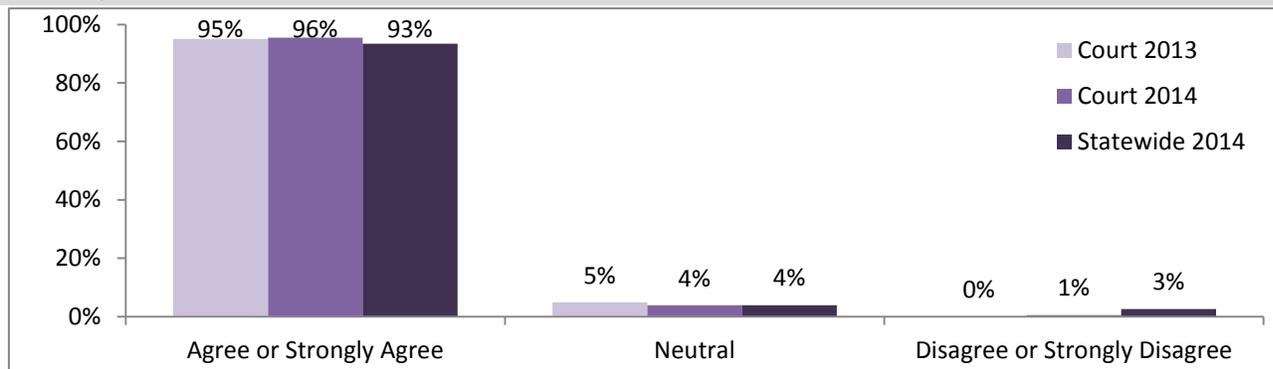
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	150	65%	120	67%	10,542	58%
4 Agree	62	27%	45	25%	5,044	28%
3 Neutral	18	8%	9	5%	1,394	8%
2 Disagree	2	1%	4	2%	563	3%
1 Strongly Disagree	0	0%	1	1%	550	3%
Total Responses	232		179		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	13		5		496	
No Response	4		2		317	



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

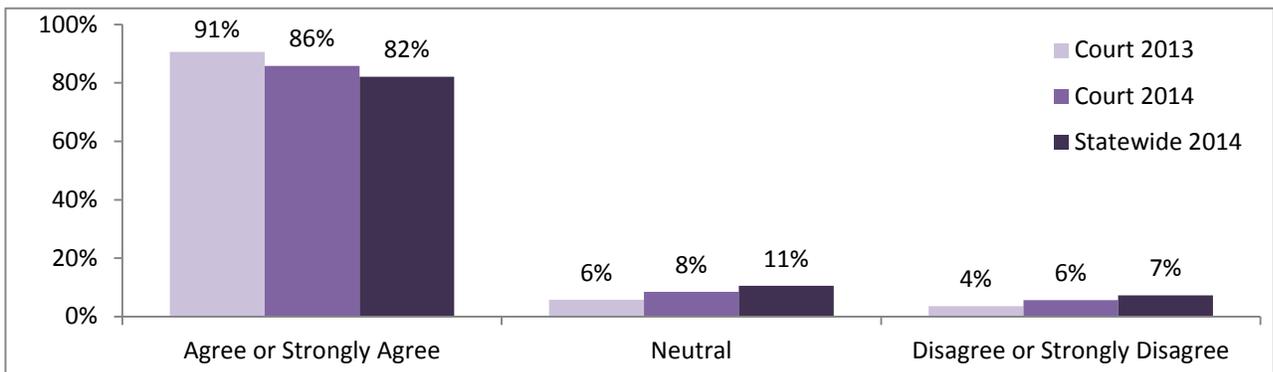
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	185	76%	140	78%	12,932	71%
4 Agree	48	20%	32	18%	4,133	23%
3 Neutral	12	5%	7	4%	719	4%
2 Disagree	0	0%	0	0%	244	1%
1 Strongly Disagree	0	0%	1	1%	238	1%
Total Responses	245		180		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	3		3		185	
No Response	1		3		455	



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

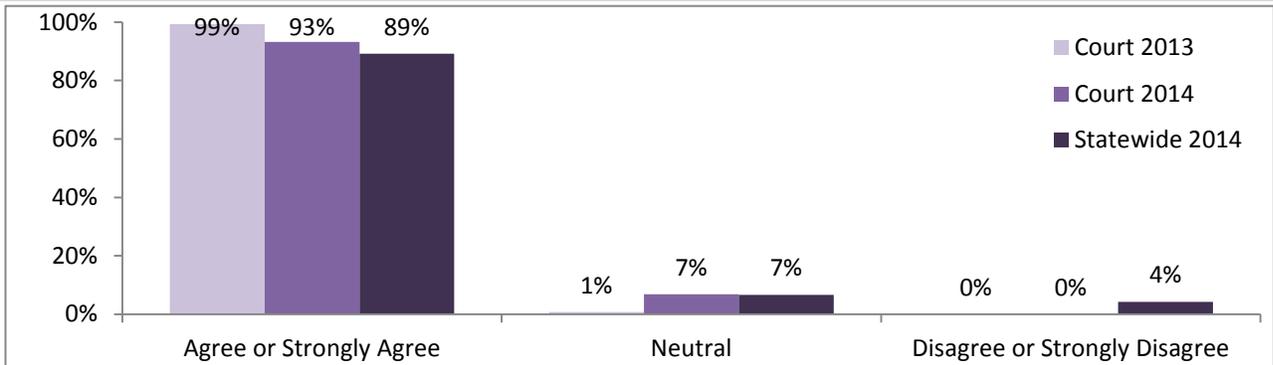
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	84	61%	65	61%	6,476	56%
4 Agree	41	30%	26	25%	3,072	26%
3 Neutral	8	6%	9	8%	1,229	11%
2 Disagree	4	3%	2	2%	387	3%
1 Strongly Disagree	1	1%	4	4%	456	4%
Total Responses	138		106		11,620	
Score		4.5		4.4		4.3
NA - Not Applicable	30		29		2,776	
No Response	81		51		4,510	



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

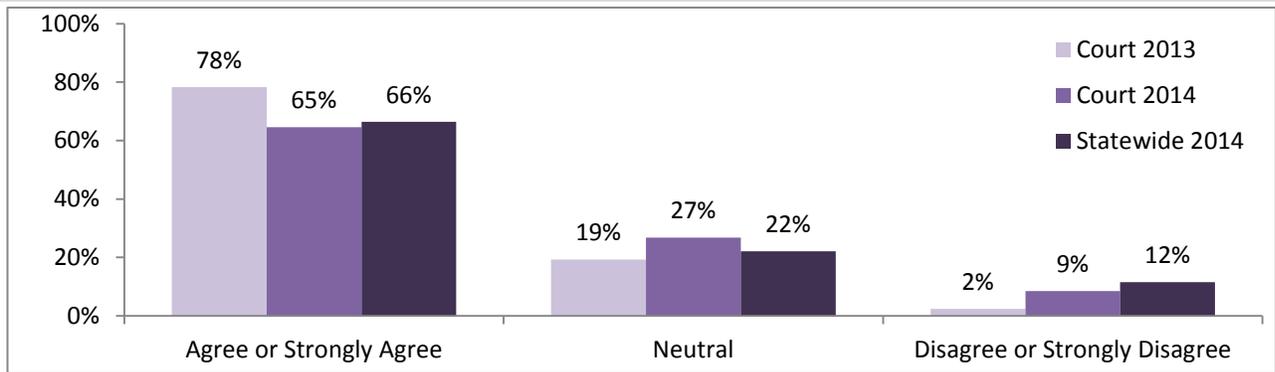
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	101	72%	73	71%	7,452	65%
4 Agree	39	28%	23	22%	2,758	24%
3 Neutral	1	1%	7	7%	762	7%
2 Disagree	0	0%	0	0%	194	2%
1 Strongly Disagree	0	0%	0	0%	286	2%
Total Responses	141		103		11,452	
Score		4.7		4.6		4.5
NA - Not Applicable	28		30		2,751	
No Response	80		53		4,703	



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

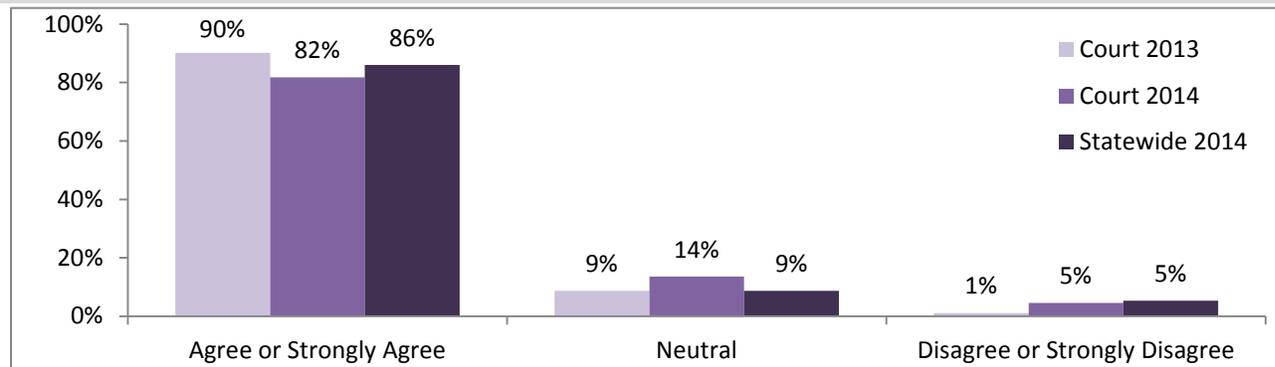
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	44	53%	33	40%	4,056	44%
4 Agree	21	25%	20	24%	2,001	22%
3 Neutral	16	19%	22	27%	2,013	22%
2 Disagree	1	1%	3	4%	485	5%
1 Strongly Disagree	1	1%	4	5%	568	6%
Total Responses	83		82		9,123	
Score		4.3		3.9		3.9
NA - Not Applicable	58		35		3,741	
No Response	108		69		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	62	67%	53	60%	5,653	58%
4 Agree	21	23%	19	22%	2,660	28%
3 Neutral	8	9%	12	14%	839	9%
2 Disagree	1	1%	1	1%	207	2%
1 Strongly Disagree	0	0%	3	3%	307	3%
Total Responses	92		88		9,666	
Score		4.6		4.3		4.4
NA - Not Applicable	52		31		3,197	
No Response	105		67		6,043	



Alger, Luce, Mackinac, and Schoolcraft Trial Courts

Questions 7-9 were directed to all respondents.

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

	Court 2014		County Courts Statewide 2014	
Child protective	21	11%	1,256	7%
Civil matter	16	9%	2,063	11%
Criminal/probation	53	28%	3,852	21%
Divorce/custody/support	27	15%	2,575	14%
Drug/sobriety court	5	3%	823	5%
Estate/trust	8	4%	601	3%
File papers	9	5%	879	5%
Get information	15	8%	714	4%
Guardianship/conservatorship	4	2%	1,200	7%
Juvenile delinquency	6	3%	592	3%
Make a payment	2	1%	830	5%
PPO	5	3%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	5	3%	1,658	9%
Other	27	15%	2,454	13%
Number of Respondents	186		18,198	
No Response	7		708	

8) Who are you? (Select all that apply.)

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	65	35%	8,416	47%
Agency Worker	27	15%	944	5%
Attorney/prosecutor	34	18%	2,875	16%
Family/friend of party to case	21	11%	2,880	16%
Juror	1	1%	531	3%
Witness	1	1%	340	2%
Other	40	22%	2,406	13%
Number of Respondents	186		17,914	
No Response	7		992	

Alger, Luce, Mackinac, and Schoolcraft Trial Courts

9) How do you identify yourself? (Select all that apply.)

	Court 2014		County Courts Statewide 2014	
Male	89	48%	9,116	49%
Female	83	45%	8,643	47%
American Indian / Alaska Nat.	23	12%	409	2%
Asian	3	2%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	1	1%	548	3%
White/Caucasian	86	46%	9,568	52%
Other	14	8%	288	2%
Number of Respondents	186		18,501	
No Response	4		405	