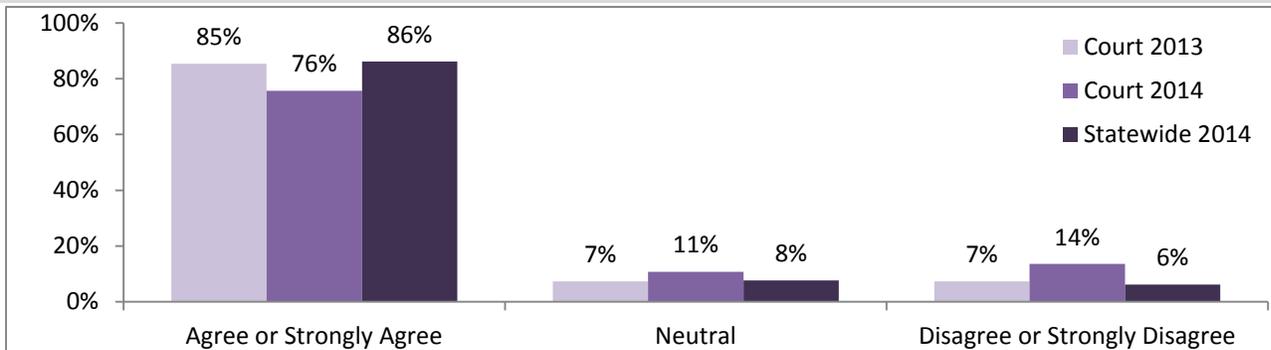


**Questions 1 and 2 were directed to all respondents.**

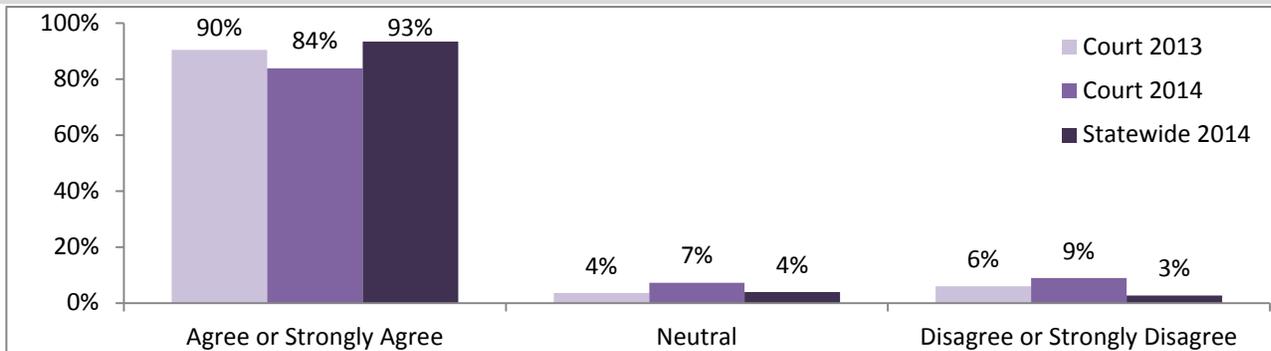
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	98	60%	91	51%	10,542	58%
4 Agree	42	26%	43	24%	5,044	28%
3 Neutral	12	7%	19	11%	1,394	8%
2 Disagree	9	5%	8	5%	563	3%
1 Strongly Disagree	3	2%	16	9%	550	3%
Total Responses	164		177		18,093	
Score		4.4		4.0		4.4
NA - Not Applicable	5		5		496	
No Response	2		4		317	



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

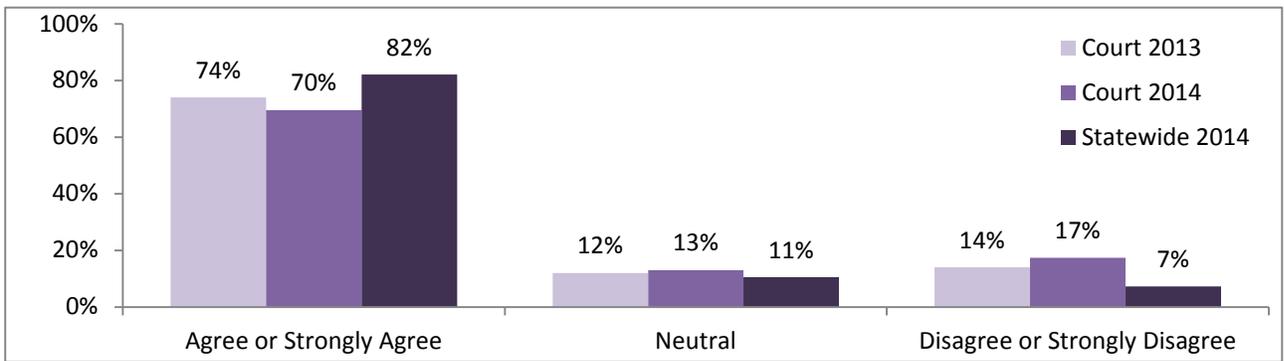
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	112	67%	109	61%	12,932	71%
4 Agree	40	24%	42	23%	4,133	23%
3 Neutral	6	4%	13	7%	719	4%
2 Disagree	4	2%	5	3%	244	1%
1 Strongly Disagree	6	4%	11	6%	238	1%
Total Responses	168		180		18,266	
Score		4.5		4.3		4.6
NA - Not Applicable	1		2		185	
No Response	2		4		455	



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

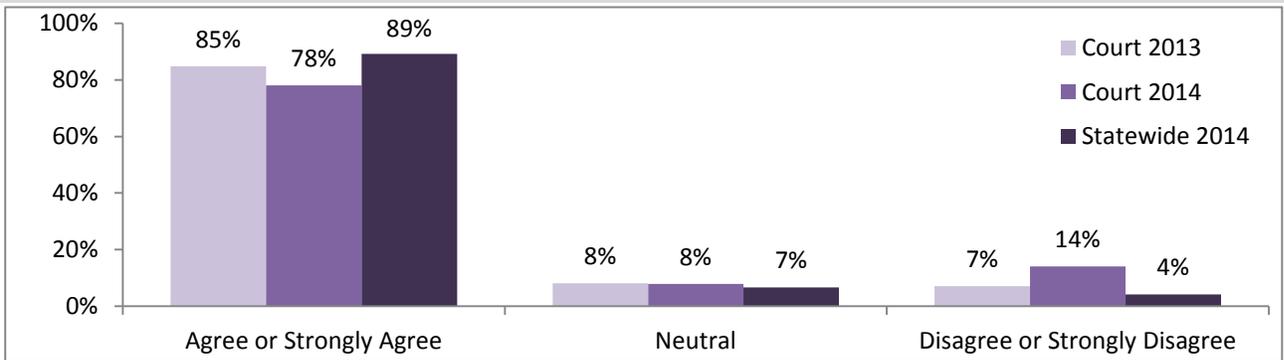
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	49	49%	51	44%	6,476	56%
4 Agree	25	25%	29	25%	3,072	26%
3 Neutral	12	12%	15	13%	1,229	11%
2 Disagree	5	5%	6	5%	387	3%
1 Strongly Disagree	9	9%	14	12%	456	4%
Total Responses	100		115		11,620	
Score		4.0		3.8		4.3
NA - Not Applicable	19		33		2,776	
No Response	52		38		4,510	



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

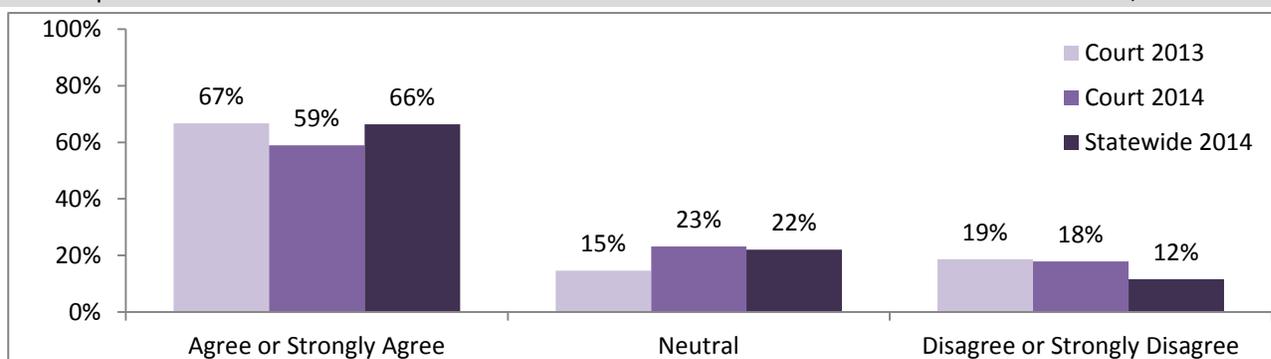
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	59	60%	58	51%	7,452	65%
4 Agree	25	25%	31	27%	2,758	24%
3 Neutral	8	8%	9	8%	762	7%
2 Disagree	6	6%	6	5%	194	2%
1 Strongly Disagree	1	1%	10	9%	286	2%
Total Responses	99		114		11,452	
Score		4.4		4.1		4.5
NA - Not Applicable	19		31		2,751	
No Response	53		41		4,703	



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

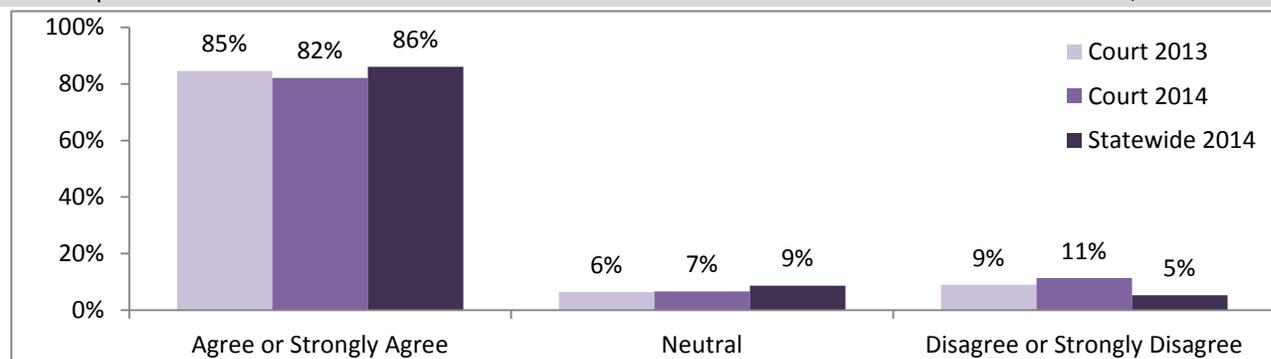
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	36	48%	35	37%	4,056	44%
4 Agree	14	19%	21	22%	2,001	22%
3 Neutral	11	15%	22	23%	2,013	22%
2 Disagree	3	4%	5	5%	485	5%
1 Strongly Disagree	11	15%	12	13%	568	6%
Total Responses	75		95		9,123	
Score		3.8		3.7		3.9
NA - Not Applicable	32		37		3,741	
No Response	64		54		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	44	56%	55	52%	5,653	58%
4 Agree	22	28%	32	30%	2,660	28%
3 Neutral	5	6%	7	7%	839	9%
2 Disagree	3	4%	1	1%	207	2%
1 Strongly Disagree	4	5%	11	10%	307	3%
Total Responses	78		106		9,666	
Score		4.3		4.1		4.4
NA - Not Applicable	24		30		3,197	
No Response	69		50		6,043	



Allegan County 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	14	8%	1,256	7%
Civil matter	16	9%	2,063	11%
Criminal/probation	39	21%	3,852	21%
Divorce/custody/support	34	18%	2,575	14%
Drug/sobriety court	5	3%	823	5%
Estate/trust	4	2%	601	3%
File papers	8	4%	879	5%
Get information	8	4%	714	4%
Guardianship/conservatorship	7	4%	1,200	7%
Juvenile delinquency	6	3%	592	3%
Make a payment	9	5%	830	5%
PPO	1	1%	358	2%
Small claims	1	1%	352	2%
Traffic/Ticket	16	9%	1,658	9%
Other	32	17%	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)	74	40%	8,416	47%
Agency Worker	14	8%	944	5%
Attorney/prosecutor	23	12%	2,875	16%
Family/friend of party to case	38	20%	2,880	16%
Juror	0	0%	531	3%
Witness	2	1%	340	2%
Other	38	20%	2,406	13%
Number of Respondents	186		17,914	
No Response	4		992	

Allegan County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	81	44%	9,116	49%
Female	70	38%	8,643	47%
American Indian / Alaska Nat.	5	3%	409	2%
Asian	3	2%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	5	3%	1,556	8%
Hispanic/Latino	5	3%	548	3%
White/Caucasian	95	51%	9,568	52%
Other	3	2%	288	2%
Number of Respondents	186		18,501	
No Response	4		405	