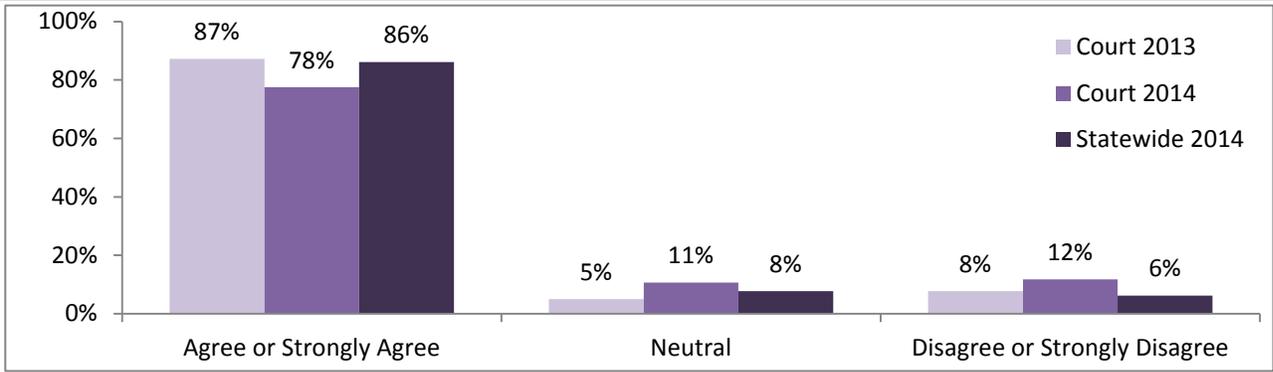


Questions 1 and 2 were directed to all respondents.

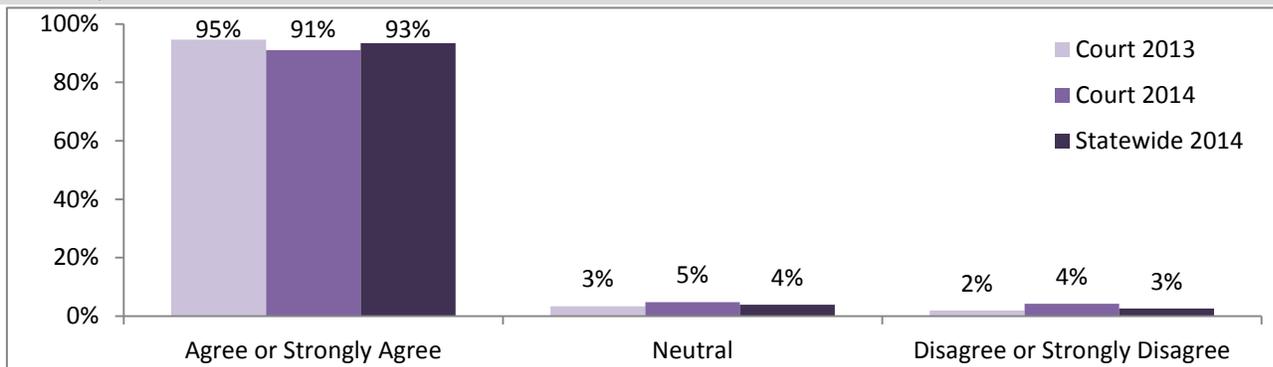
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	158	61%	166	49%	10,542	58%
4 Agree	67	26%	97	29%	5,044	28%
3 Neutral	13	5%	36	11%	1,394	8%
2 Disagree	12	5%	18	5%	563	3%
1 Strongly Disagree	8	3%	22	6%	550	3%
Total Responses	258		339		18,093	
Score		4.4		4.1		4.4
NA - Not Applicable	9		6		496	
No Response	2		10		317	



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

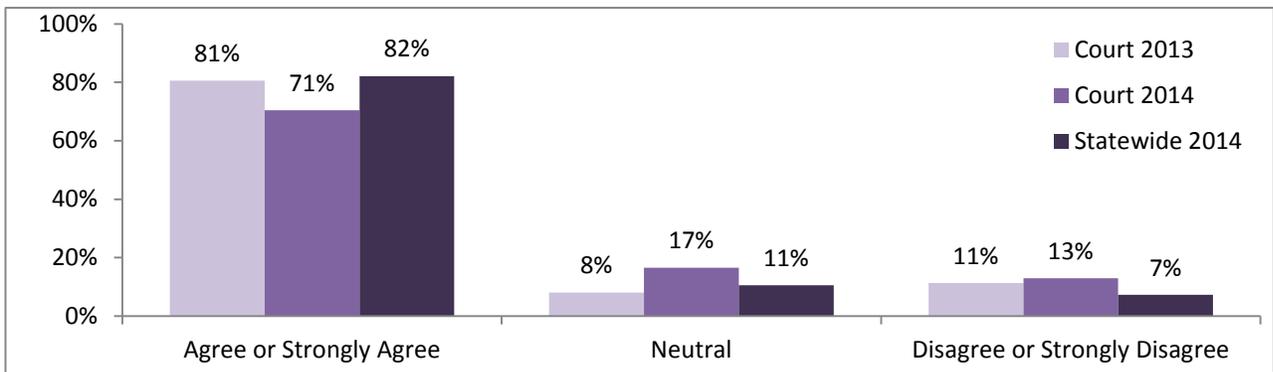
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	199	75%	218	65%	12,932	71%
4 Agree	51	19%	86	26%	4,133	23%
3 Neutral	9	3%	16	5%	719	4%
2 Disagree	5	2%	8	2%	244	1%
1 Strongly Disagree	0	0%	6	2%	238	1%
Total Responses	264		334		18,266	
Score		4.7		4.5		4.6
NA - Not Applicable	1		5		185	
No Response	4		16		455	



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

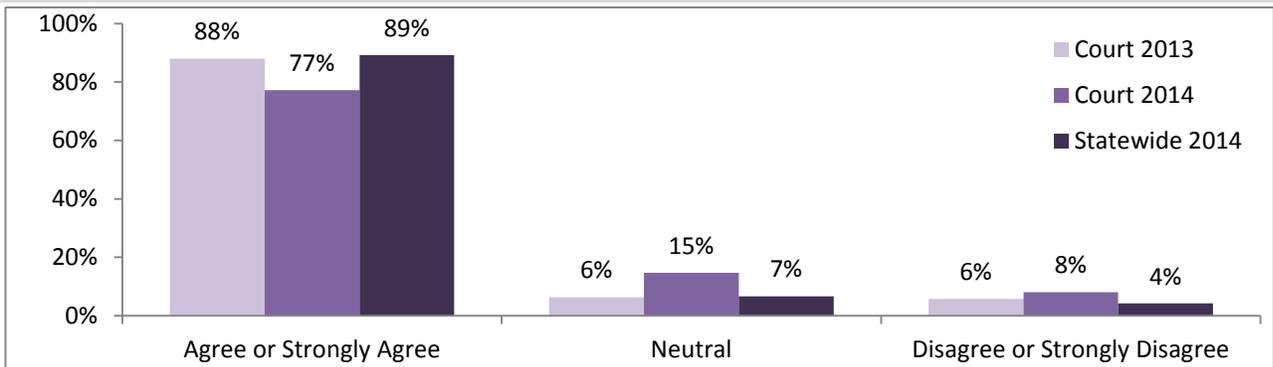
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	109	59%	105	48%	6,476	56%
4 Agree	41	22%	48	22%	3,072	26%
3 Neutral	15	8%	36	17%	1,229	11%
2 Disagree	9	5%	11	5%	387	3%
1 Strongly Disagree	12	6%	17	8%	456	4%
Total Responses	186		217		11,620	
Score		4.2		4.0		4.3
NA - Not Applicable	22		50		2,776	
No Response	61		88		4,510	



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

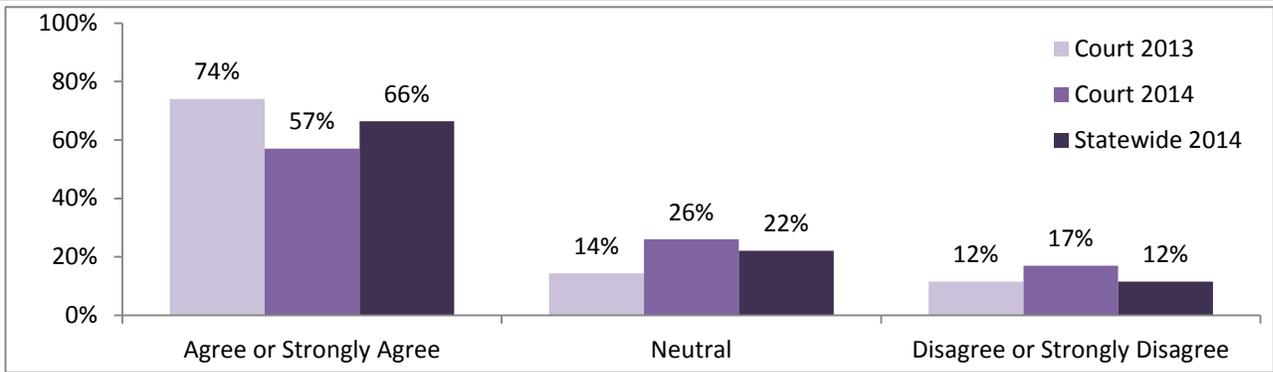
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	116	66%	112	53%	7,452	65%
4 Agree	38	22%	51	24%	2,758	24%
3 Neutral	11	6%	31	15%	762	7%
2 Disagree	4	2%	7	3%	194	2%
1 Strongly Disagree	6	3%	10	5%	286	2%
Total Responses	175		211		11,452	
Score		4.5		4.2		4.5
NA - Not Applicable	28		48		2,751	
No Response	66		96		4,703	



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

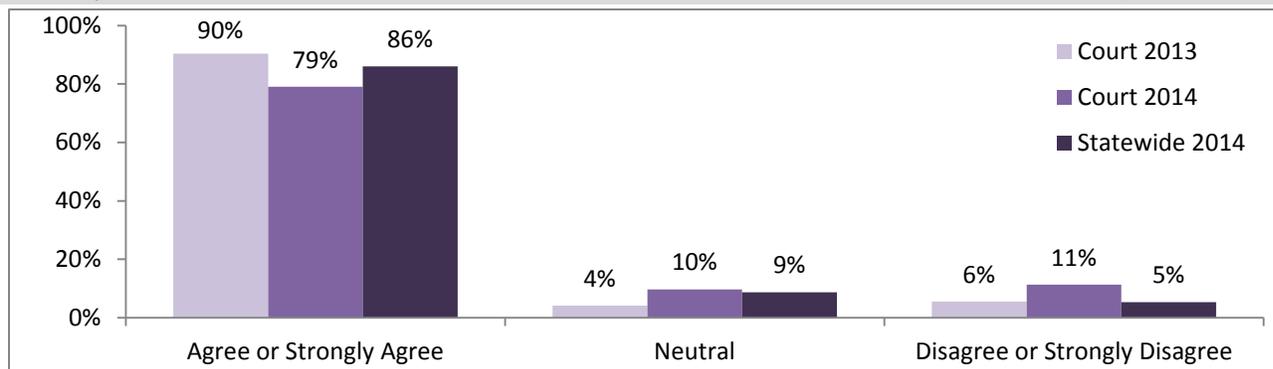
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	67	48%	60	34%	4,056	44%
4 Agree	36	26%	41	23%	2,001	22%
3 Neutral	20	14%	46	26%	2,013	22%
2 Disagree	6	4%	16	9%	485	5%
1 Strongly Disagree	10	7%	14	8%	568	6%
Total Responses	139		177		9,123	
Score	4.0		3.7		3.9	
NA - Not Applicable	43		65		3,741	
No Response	87		113		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	89	61%	88	47%	5,653	58%
4 Agree	42	29%	59	32%	2,660	28%
3 Neutral	6	4%	18	10%	839	9%
2 Disagree	5	3%	8	4%	207	2%
1 Strongly Disagree	3	2%	13	7%	307	3%
Total Responses	145		186		9,666	
Score	4.4		4.1		4.4	
NA - Not Applicable	38		57		3,197	
No Response	86		112		6,043	



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	33	9%	1,256	7%
Civil matter	34	10%	2,063	11%
Criminal/probation	68	19%	3,852	21%
Divorce/custody/support	44	12%	2,575	14%
Drug/sobriety court	13	4%	823	5%
Estate/trust	4	1%	601	3%
File papers	22	6%	879	5%
Get information	9	3%	714	4%
Guardianship/conservatorship	10	3%	1,200	7%
Juvenile delinquency	22	6%	592	3%
Make a payment	39	11%	830	5%
PPO	6	2%	358	2%
Small claims	4	1%	352	2%
Traffic/Ticket	32	9%	1,658	9%
Other	57	16%	2,454	13%
Number of Respondents	355		18,198	
No Response	18		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	165	46%	8,416	47%
Agency Worker	9	3%	944	5%
Attorney/prosecutor	38	11%	2,875	16%
Family/friend of party to case	54	15%	2,880	16%
Juror	0	0%	531	3%
Witness	10	3%	340	2%
Other	62	17%	2,406	13%
Number of Respondents	355		17,914	
No Response	27		992	

Bay County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	180	51%	9,116	49%
Female	144	41%	8,643	47%
American Indian / Alaska Nat.	5	1%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	4	1%	224	1%
Black/African American	17	5%	1,556	8%
Hispanic/Latino	11	3%	548	3%
White/Caucasian	187	53%	9,568	52%
Other	8	2%	288	2%
Number of Respondents	355		18,501	
No Response	13		405	