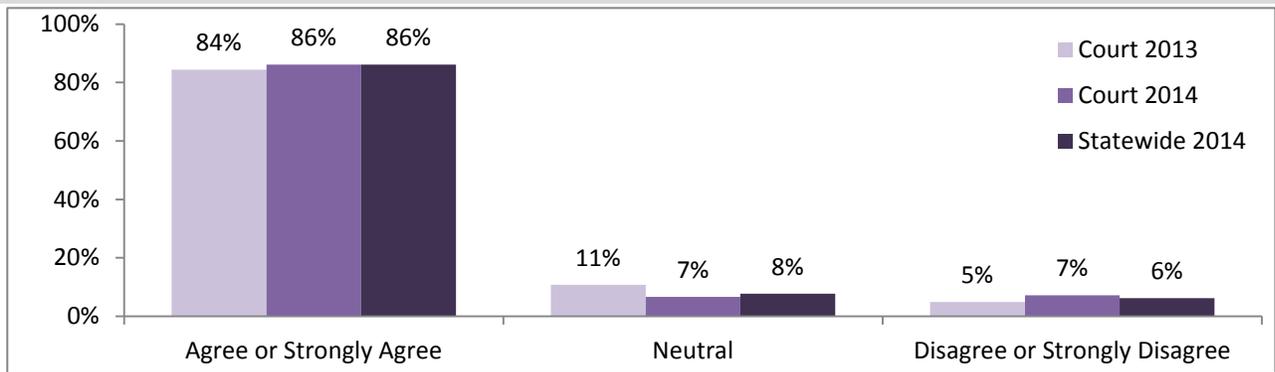


Benzie and Manistee Trial Courts

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

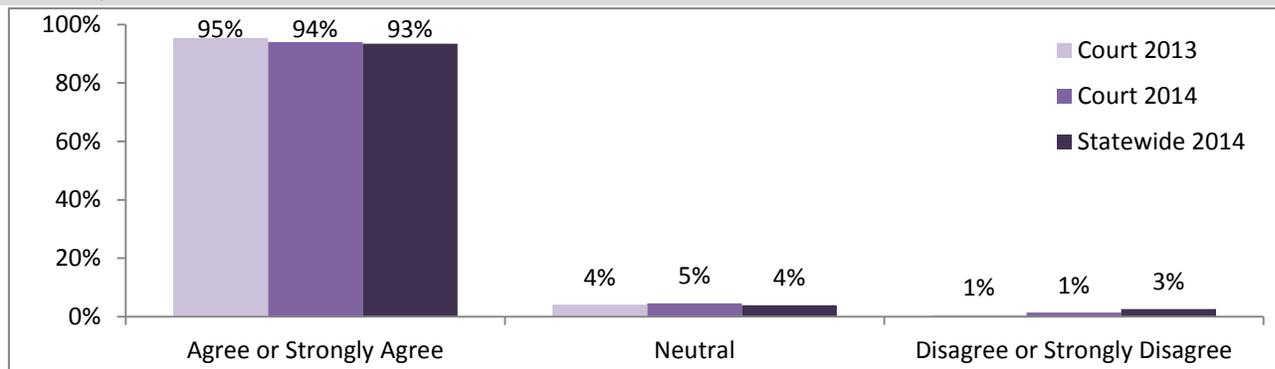
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	96	52%	121	58%	10,542	58%
4 Agree	61	33%	60	29%	5,044	28%
3 Neutral	20	11%	14	7%	1,394	8%
2 Disagree	7	4%	9	4%	563	3%
1 Strongly Disagree	2	1%	6	3%	550	3%
Total Responses	186		210		18,093	
Score		4.3		4.3		4.4
NA - Not Applicable	7		4		496	
No Response	8		6		317	



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

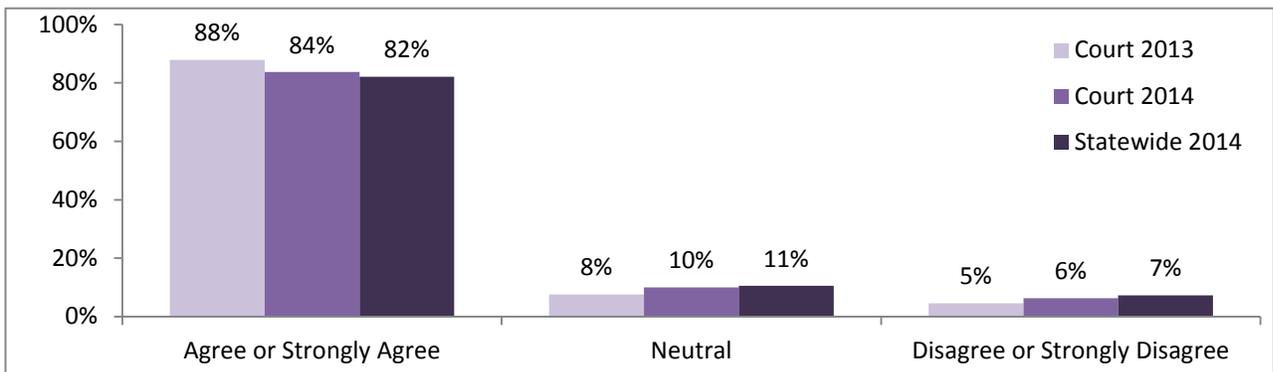
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	136	70%	160	74%	12,932	71%
4 Agree	50	26%	44	20%	4,133	23%
3 Neutral	8	4%	10	5%	719	4%
2 Disagree	0	0%	3	1%	244	1%
1 Strongly Disagree	1	1%	0	0%	238	1%
Total Responses	195		217		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	4		1		185	
No Response	2		2		455	



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

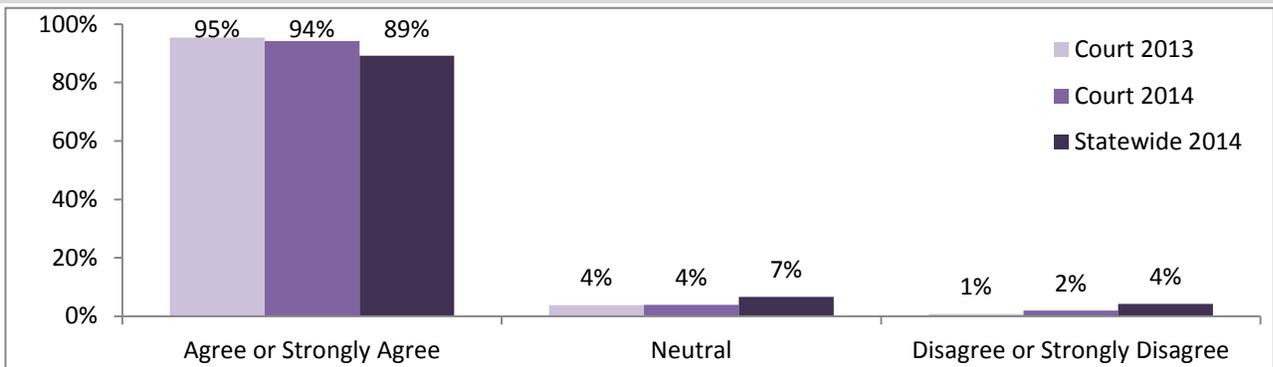
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	75	57%	84	53%	6,476	56%
4 Agree	41	31%	50	31%	3,072	26%
3 Neutral	10	8%	16	10%	1,229	11%
2 Disagree	4	3%	4	3%	387	3%
1 Strongly Disagree	2	2%	6	4%	456	4%
Total Responses	132		160		11,620	
Score		4.4		4.3		4.3
NA - Not Applicable	20		18		2,776	
No Response	49		42		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	84	64%	104	67%	7,452	65%
4 Agree	41	31%	42	27%	2,758	24%
3 Neutral	5	4%	6	4%	762	7%
2 Disagree	0	0%	1	1%	194	2%
1 Strongly Disagree	1	1%	2	1%	286	2%
Total Responses	131		155		11,452	
Score		4.6		4.6		4.5
NA - Not Applicable	21		19		2,751	
No Response	49		46		4,703	

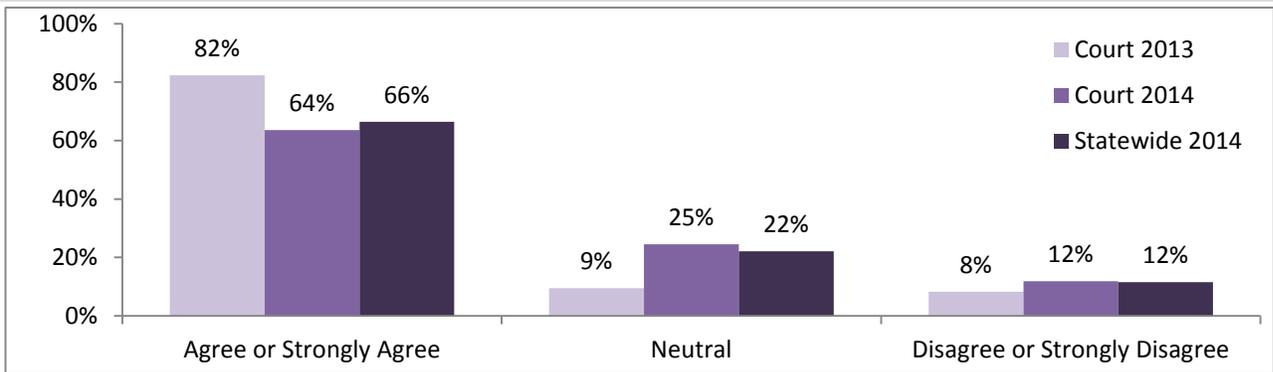


Benzie and Manistee Trial Courts

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

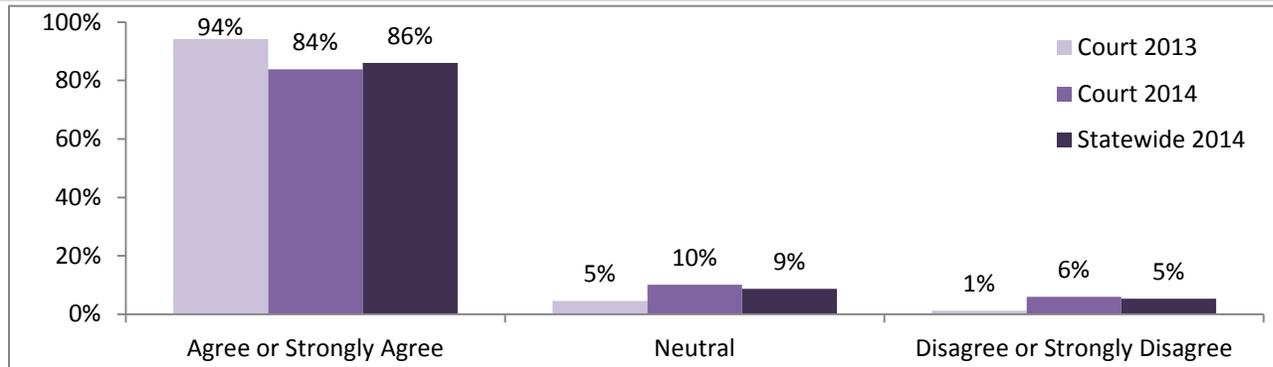
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	40	47%	51	46%	4,056	44%
4 Agree	30	35%	19	17%	2,001	22%
3 Neutral	8	9%	27	25%	2,013	22%
2 Disagree	2	2%	5	5%	485	5%
1 Strongly Disagree	5	6%	8	7%	568	6%
Total Responses	85		110		9,123	
Score		4.2		3.9		3.9
NA - Not Applicable	40		34		3,741	
No Response	76		76		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	50	57%	61	52%	5,653	58%
4 Agree	32	37%	38	32%	2,660	28%
3 Neutral	4	5%	12	10%	839	9%
2 Disagree	1	1%	4	3%	207	2%
1 Strongly Disagree	0	0%	3	3%	307	3%
Total Responses	87		118		9,666	
Score		4.5		4.3		4.4
NA - Not Applicable	36		28		3,197	
No Response	78		74		6,043	



## Benzie and Manistee 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	
	Count	Percentage	Count	Percentage
Child protective	2	1%	1,256	7%
Civil matter	10	5%	2,063	11%
Criminal/probation	32	15%	3,852	21%
Divorce/custody/support	32	15%	2,575	14%
Drug/sobriety court	7	3%	823	5%
Estate/trust	24	11%	601	3%
File papers	9	4%	879	5%
Get information	12	5%	714	4%
Guardianship/conservatorship	73	33%	1,200	7%
Juvenile delinquency	2	1%	592	3%
Make a payment	7	3%	830	5%
PPO	11	5%	358	2%
Small claims	0	0%	352	2%
Traffic/Ticket	3	1%	1,658	9%
Other	18	8%	2,454	13%
Number of Respondents	220		18,198	
No Response	7		708	

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

	Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage
Party (Plaintiff/Defendant)	88	40%	8,416	47%
Agency Worker	16	7%	944	5%
Attorney/prosecutor	29	13%	2,875	16%
Family/friend of party to case	42	19%	2,880	16%
Juror	5	2%	531	3%
Witness	5	2%	340	2%
Other	35	16%	2,406	13%
Number of Respondents	220		17,914	
No Response	10		992	

## Benzie and Manistee Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	94	43%	9,116	49%
Female	120	55%	8,643	47%
American Indian / Alaska Nat.	10	5%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	2	1%	1,556	8%
Hispanic/Latino	4	2%	548	3%
White/Caucasian	138	63%	9,568	52%
Other	6	3%	288	2%
Number of Respondents	220		18,501	
No Response	1		405	