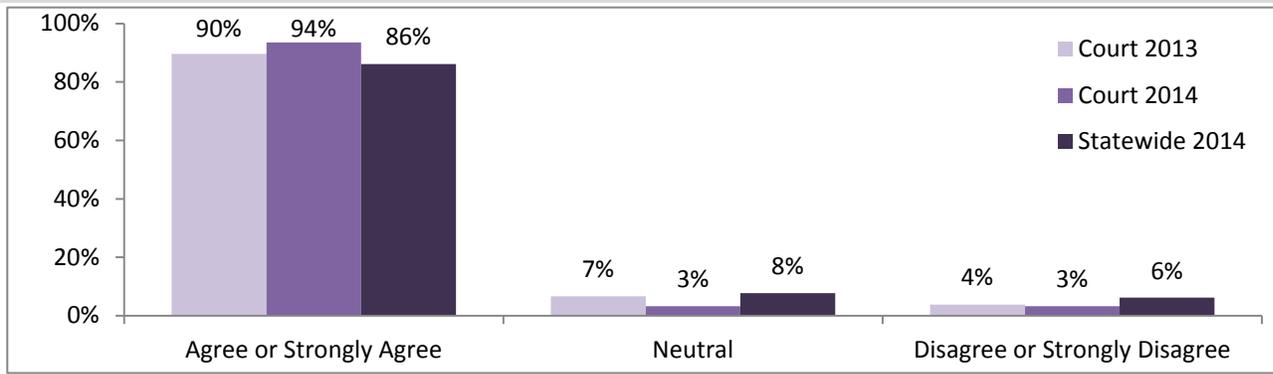


Questions 1 and 2 were directed to all respondents.

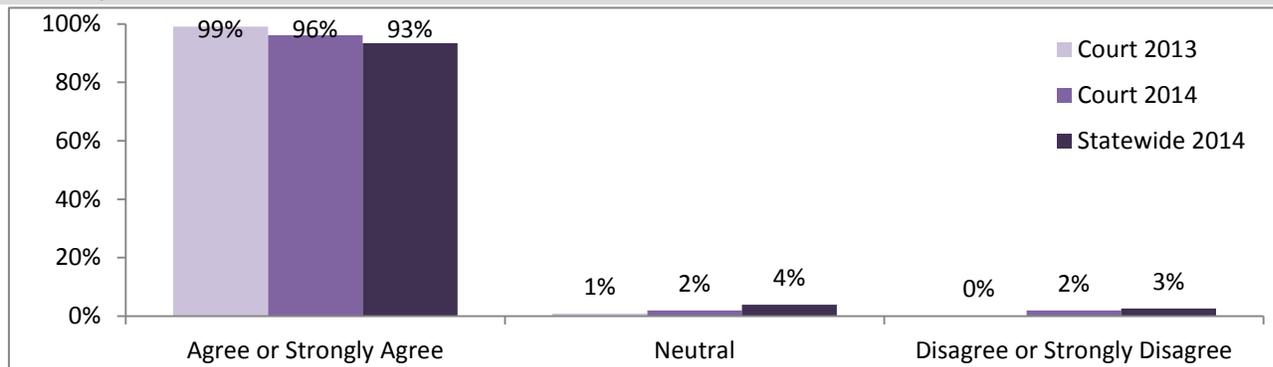
1) I was able to get my court business done in a reasonable amount of time today.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 57 | 54% | 96 | 62% | 10,542 | 58% |
| 4 Agree | 38 | 36% | 50 | 32% | 5,044 | 28% |
| 3 Neutral | 7 | 7% | 5 | 3% | 1,394 | 8% |
| 2 Disagree | 2 | 2% | 2 | 1% | 563 | 3% |
| 1 Strongly Disagree | 2 | 2% | 3 | 2% | 550 | 3% |
| Total Responses | 106 | | 156 | | 18,093 | |
| Score | | 4.4 | | 4.5 | | 4.4 |
| NA - Not Applicable | 7 | | 1 | | 496 | |
| No Response | 2 | | 4 | | 317 | |



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

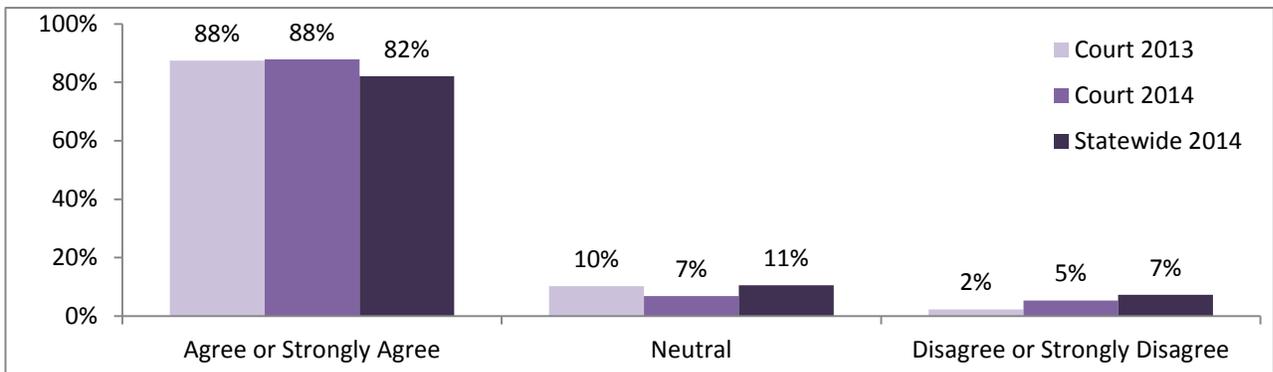
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 84 | 74% | 128 | 81% | 12,932 | 71% |
| 4 Agree | 29 | 25% | 24 | 15% | 4,133 | 23% |
| 3 Neutral | 1 | 1% | 3 | 2% | 719 | 4% |
| 2 Disagree | 0 | 0% | 2 | 1% | 244 | 1% |
| 1 Strongly Disagree | 0 | 0% | 1 | 1% | 238 | 1% |
| Total Responses | 114 | | 158 | | 18,266 | |
| Score | | 4.7 | | 4.7 | | 4.6 |
| NA - Not Applicable | 1 | | 2 | | 185 | |
| No Response | 0 | | 1 | | 455 | |



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

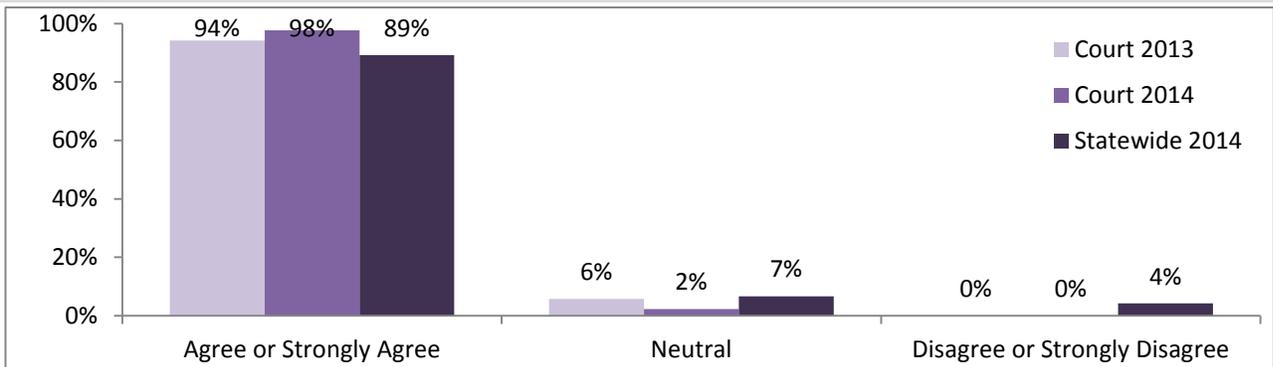
3) The way the case was handled was fair.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 51 | 58% | 75 | 57% | 6,476 | 56% |
| 4 Agree | 26 | 30% | 41 | 31% | 3,072 | 26% |
| 3 Neutral | 9 | 10% | 9 | 7% | 1,229 | 11% |
| 2 Disagree | 2 | 2% | 4 | 3% | 387 | 3% |
| 1 Strongly Disagree | 0 | 0% | 3 | 2% | 456 | 4% |
| Total Responses | 88 | | 132 | | 11,620 | |
| Score | | 4.4 | | 4.4 | | 4.3 |
| NA - Not Applicable | 7 | | 4 | | 2,776 | |
| No Response | 20 | | 25 | | 4,510 | |



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

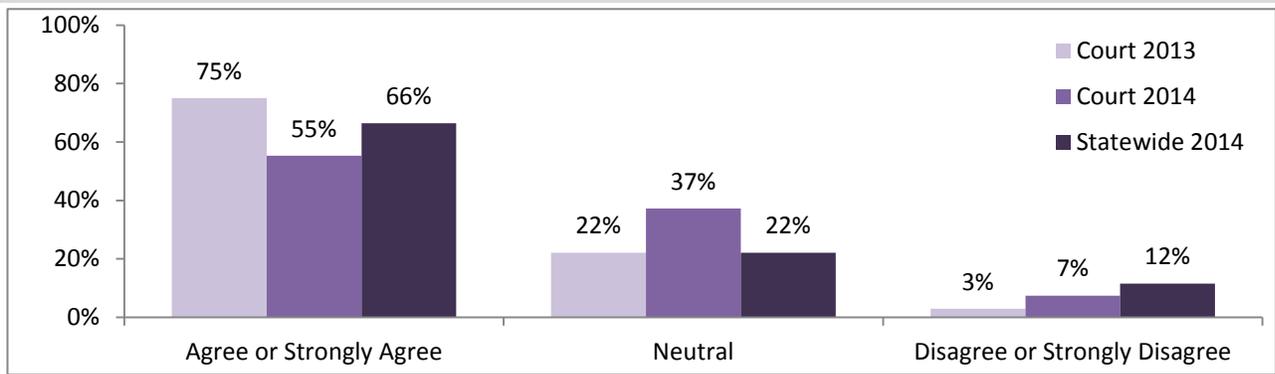
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 60 | 69% | 100 | 77% | 7,452 | 65% |
| 4 Agree | 22 | 25% | 27 | 21% | 2,758 | 24% |
| 3 Neutral | 5 | 6% | 3 | 2% | 762 | 7% |
| 2 Disagree | 0 | 0% | 0 | 0% | 194 | 2% |
| 1 Strongly Disagree | 0 | 0% | 0 | 0% | 286 | 2% |
| Total Responses | 87 | | 130 | | 11,452 | |
| Score | | 4.6 | | 4.7 | | 4.5 |
| NA - Not Applicable | 6 | | 4 | | 2,751 | |
| No Response | 22 | | 27 | | 4,703 | |



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

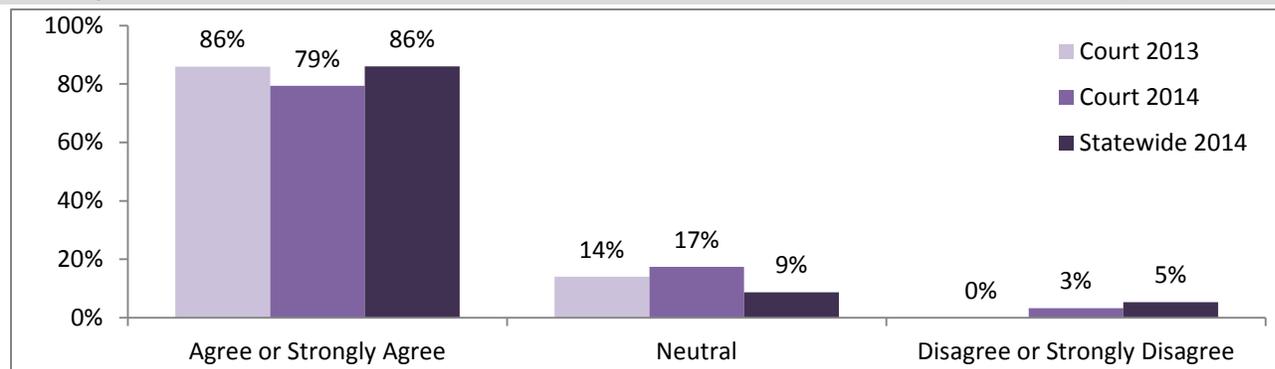
5) The outcome in my case was favorable to me.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 35 | 51% | 36 | 38% | 4,056 | 44% |
| 4 Agree | 16 | 24% | 16 | 17% | 2,001 | 22% |
| 3 Neutral | 15 | 22% | 35 | 37% | 2,013 | 22% |
| 2 Disagree | 1 | 1% | 4 | 4% | 485 | 5% |
| 1 Strongly Disagree | 1 | 1% | 3 | 3% | 568 | 6% |
| Total Responses | 68 | | 94 | | 9,123 | |
| Score | | 4.2 | | 3.8 | | 3.9 |
| NA - Not Applicable | 15 | | 15 | | 3,741 | |
| No Response | 32 | | 52 | | 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 | 43 | 61% | 53 | 58% | 5,653 | 58% |
| 4 Agree | 18 | 25% | 20 | 22% | 2,660 | 28% |
| 3 Neutral | 10 | 14% | 16 | 17% | 839 | 9% |
| 2 Disagree | 0 | 0% | 2 | 2% | 207 | 2% |
| 1 Strongly Disagree | 0 | 0% | 1 | 1% | 307 | 3% |
| Total Responses | 71 | | 92 | | 9,666 | |
| Score | | 4.5 | | 4.3 | | 4.4 |
| NA - Not Applicable | 14 | | 13 | | 3,197 | |
| No Response | 30 | | 56 | | 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 | 8 | 5% | 1,256 | 7% |
| Civil matter | 16 | 10% | 2,063 | 11% |
| Criminal/probation | 65 | 40% | 3,852 | 21% |
| Divorce/custody/support | 24 | 15% | 2,575 | 14% |
| Drug/sobriety court | 3 | 2% | 823 | 5% |
| Estate/trust | 0 | 0% | 601 | 3% |
| File papers | 4 | 2% | 879 | 5% |
| Get information | 1 | 1% | 714 | 4% |
| Guardianship/conservatorship | 7 | 4% | 1,200 | 7% |
| Juvenile delinquency | 4 | 2% | 592 | 3% |
| Make a payment | 0 | 0% | 830 | 5% |
| PPO | 0 | 0% | 358 | 2% |
| Small claims | 2 | 1% | 352 | 2% |
| Traffic/Ticket | 6 | 4% | 1,658 | 9% |
| Other | 19 | 12% | 2,454 | 13% |
| Number of Respondents | 161 | | 18,198 | |
| No Response | 9 | | 708 | |

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

| | Court 2014 | | County Courts Statewide 2014 | |
|--------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Party (Plaintiff/Defendant) | 58 | 36% | 8,416 | 47% |
| Agency Worker | 8 | 5% | 944 | 5% |
| Attorney/prosecutor | 29 | 18% | 2,875 | 16% |
| Family/friend of party to case | 22 | 14% | 2,880 | 16% |
| Juror | 25 | 16% | 531 | 3% |
| Witness | 2 | 1% | 340 | 2% |
| Other | 15 | 9% | 2,406 | 13% |
| Number of Respondents | 161 | | 17,914 | |
| No Response | 4 | | 992 | |

Chippewa County Trial Courts

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

| | Court 2014 | | County Courts Statewide 2014 | |
|-------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Male | 81 | 50% | 9,116 | 49% |
| Female | 69 | 43% | 8,643 | 47% |
| American Indian / Alaska Nat. | 21 | 13% | 409 | 2% |
| Asian | 1 | 1% | 123 | 1% |
| Multiracial/biracial | 3 | 2% | 224 | 1% |
| Black/African American | 1 | 1% | 1,556 | 8% |
| Hispanic/Latino | 2 | 1% | 548 | 3% |
| White/Caucasian | 77 | 48% | 9,568 | 52% |
| Other | 2 | 1% | 288 | 2% |
| Number of Respondents | 161 | | 18,501 | |
| No Response | 4 | | 405 | |