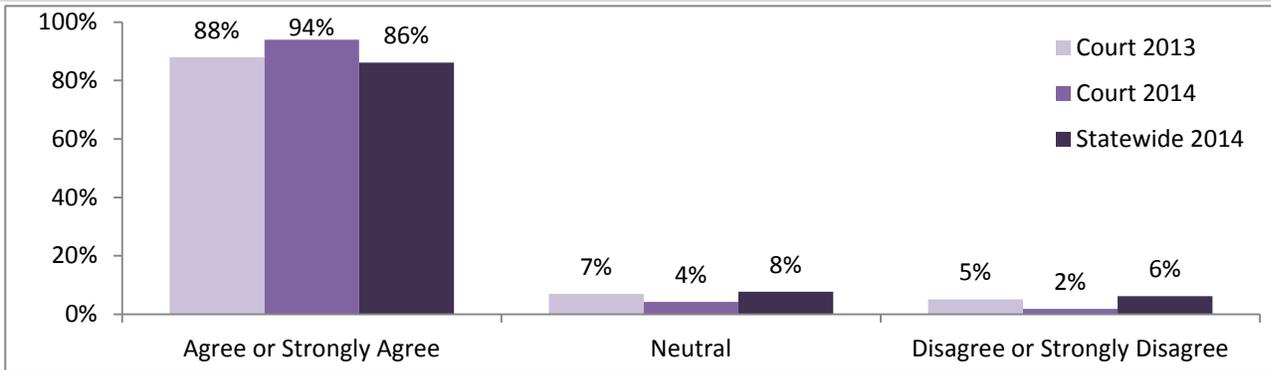


Clare and Gladwin Trial Courts

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

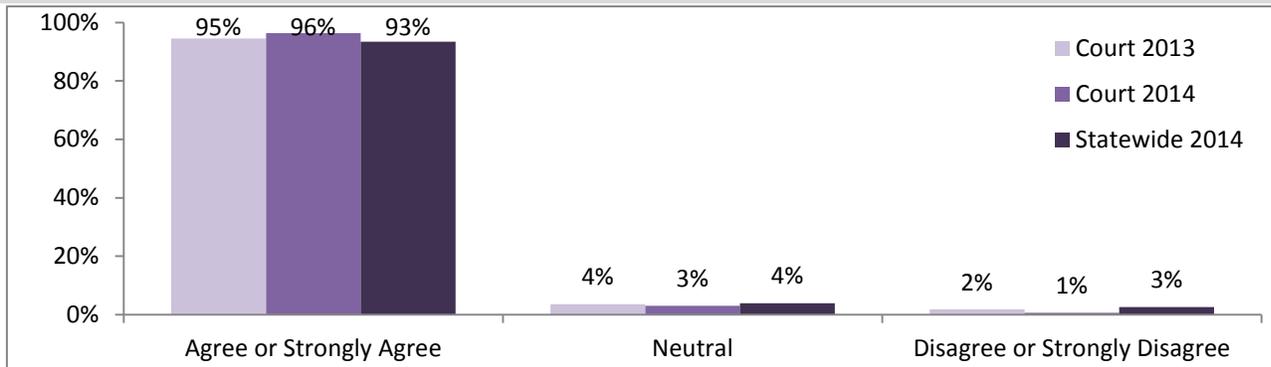
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	127	59%	122	73%	10,542	58%
4 Agree	63	29%	34	20%	5,044	28%
3 Neutral	15	7%	7	4%	1,394	8%
2 Disagree	7	3%	2	1%	563	3%
1 Strongly Disagree	4	2%	1	1%	550	3%
Total Responses	216		166		18,093	
Score		4.4		4.7		4.4
NA - Not Applicable	5		2		496	
No Response	3		5		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	164	74%	139	84%	12,932	71%
4 Agree	45	20%	21	13%	4,133	23%
3 Neutral	8	4%	5	3%	719	4%
2 Disagree	2	1%	0	0%	244	1%
1 Strongly Disagree	2	1%	1	1%	238	1%
Total Responses	221		166		18,266	
Score		4.7		4.8		4.6
NA - Not Applicable	1		0		185	
No Response	2		7		455	

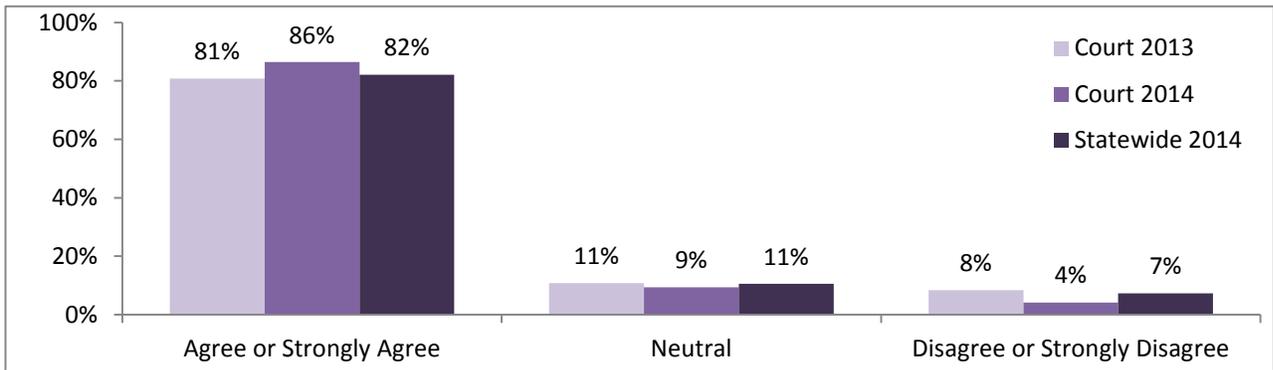


Clare and Gladwin Trial Courts

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

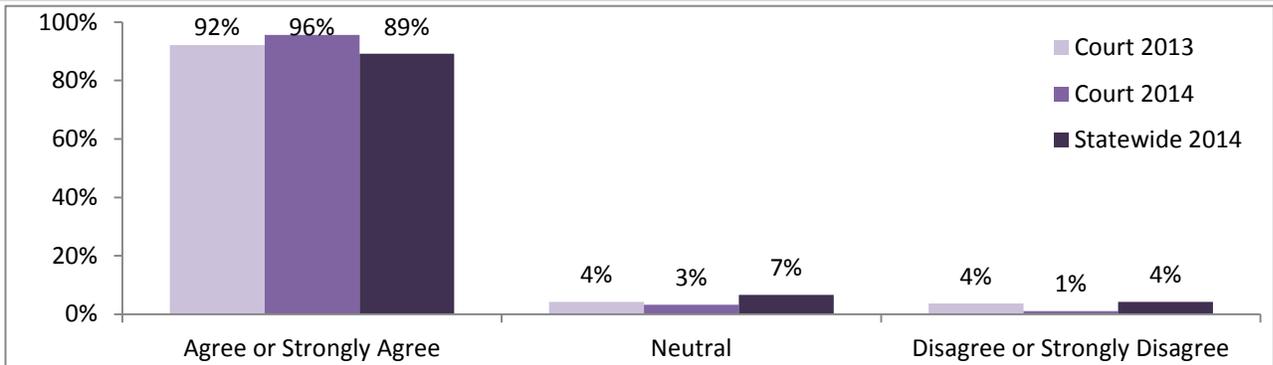
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	87	52%	60	63%	6,476	56%
4 Agree	48	29%	23	24%	3,072	26%
3 Neutral	18	11%	9	9%	1,229	11%
2 Disagree	5	3%	1	1%	387	3%
1 Strongly Disagree	9	5%	3	3%	456	4%
Total Responses	167		96		11,620	
Score		4.2		4.4		4.3
NA - Not Applicable	14		19		2,776	
No Response	43		58		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	112	68%	67	74%	7,452	65%
4 Agree	40	24%	20	22%	2,758	24%
3 Neutral	7	4%	3	3%	762	7%
2 Disagree	4	2%	0	0%	194	2%
1 Strongly Disagree	2	1%	1	1%	286	2%
Total Responses	165		91		11,452	
Score		4.6		4.7		4.5
NA - Not Applicable	13		19		2,751	
No Response	46		63		4,703	

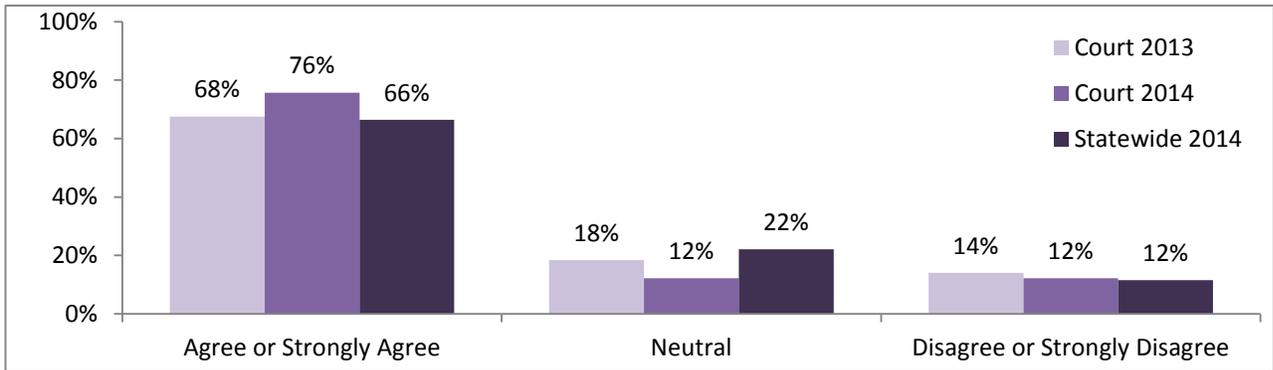


Clare and Gladwin Trial Courts

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

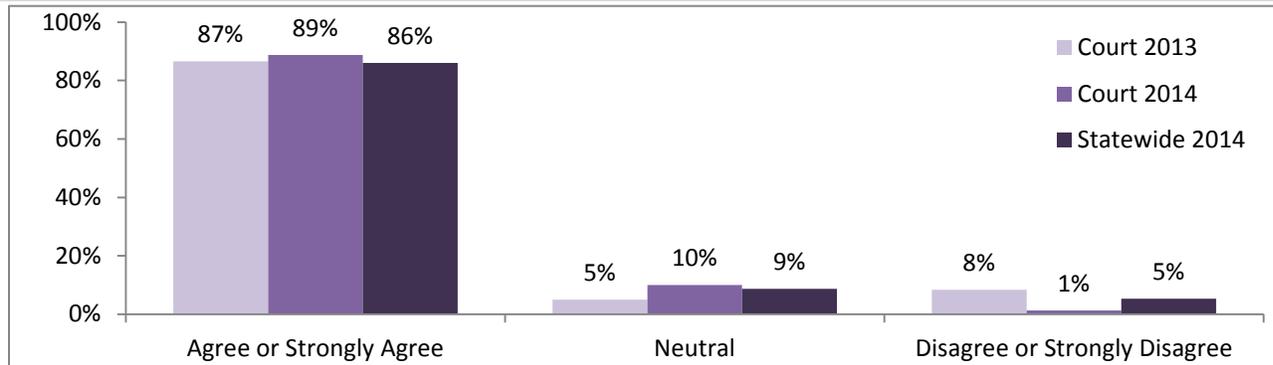
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	46	40%	43	58%	4,056	44%
4 Agree	31	27%	13	18%	2,001	22%
3 Neutral	21	18%	9	12%	2,013	22%
2 Disagree	6	5%	4	5%	485	5%
1 Strongly Disagree	10	9%	5	7%	568	6%
Total Responses	114		74		9,123	
Score		3.9		4.1		3.9
NA - Not Applicable	38		25		3,741	
No Response	72		74		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	67	56%	51	64%	5,653	58%
4 Agree	36	30%	20	25%	2,660	28%
3 Neutral	6	5%	8	10%	839	9%
2 Disagree	4	3%	1	1%	207	2%
1 Strongly Disagree	6	5%	0	0%	307	3%
Total Responses	119		80		9,666	
Score		4.3		4.5		4.4
NA - Not Applicable	28		21		3,197	
No Response	77		72		6,043	



Clare and Gladwin 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	12	7%	1,256	7%
Civil matter	16	9%	2,063	11%
Criminal/probation	33	19%	3,852	21%
Divorce/custody/support	30	17%	2,575	14%
Drug/sobriety court	7	4%	823	5%
Estate/trust	3	2%	601	3%
File papers	8	5%	879	5%
Get information	5	3%	714	4%
Guardianship/conservatorship	6	3%	1,200	7%
Juvenile delinquency	2	1%	592	3%
Make a payment	30	17%	830	5%
PPO	3	2%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	8	5%	1,658	9%
Other	25	14%	2,454	13%
Number of Respondents	173		18,198	
No Response	8		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	90	52%	8,416	47%
Agency Worker	8	5%	944	5%
Attorney/prosecutor	18	10%	2,875	16%
Family/friend of party to case	20	12%	2,880	16%
Juror	0	0%	531	3%
Witness	5	3%	340	2%
Other	27	16%	2,406	13%
Number of Respondents	173		17,914	
No Response	12		992	

Clare and Gladwin Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	91	53%	9,116	49%
Female	75	43%	8,643	47%
American Indian / Alaska Nat.	1	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	0	0%	548	3%
White/Caucasian	101	58%	9,568	52%
Other	0	0%	288	2%
Number of Respondents	173		18,501	
No Response	2		405	