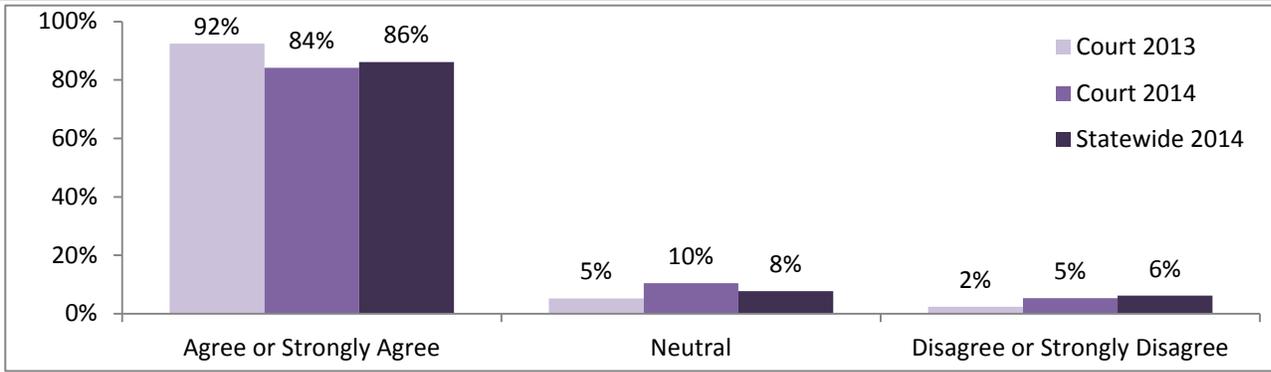


Questions 1 and 2 were directed to all respondents.

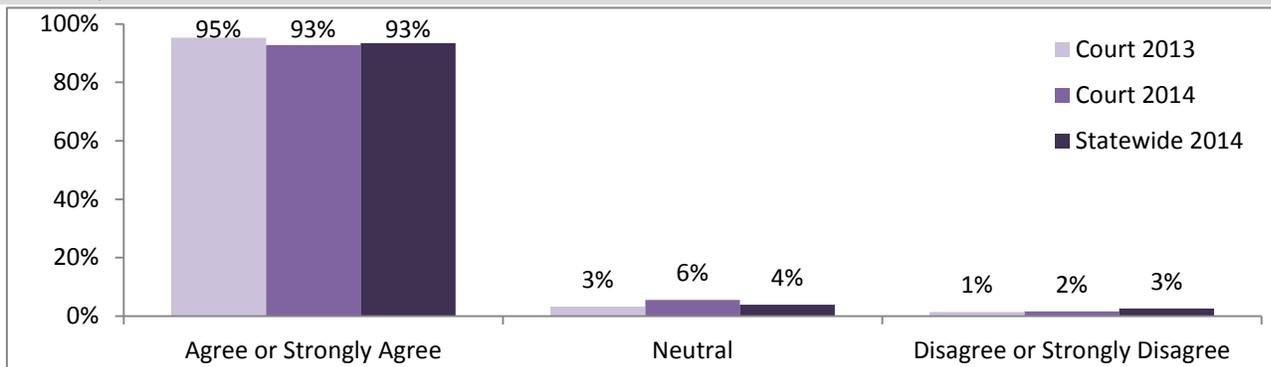
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	152	72%	166	56%	10,542	58%
4 Agree	43	20%	85	29%	5,044	28%
3 Neutral	11	5%	31	10%	1,394	8%
2 Disagree	5	2%	9	3%	563	3%
1 Strongly Disagree	0	0%	7	2%	550	3%
Total Responses	211		298		18,093	
Score		4.6		4.3		4.4
NA - Not Applicable	2		12		496	
No Response	2		3		317	



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

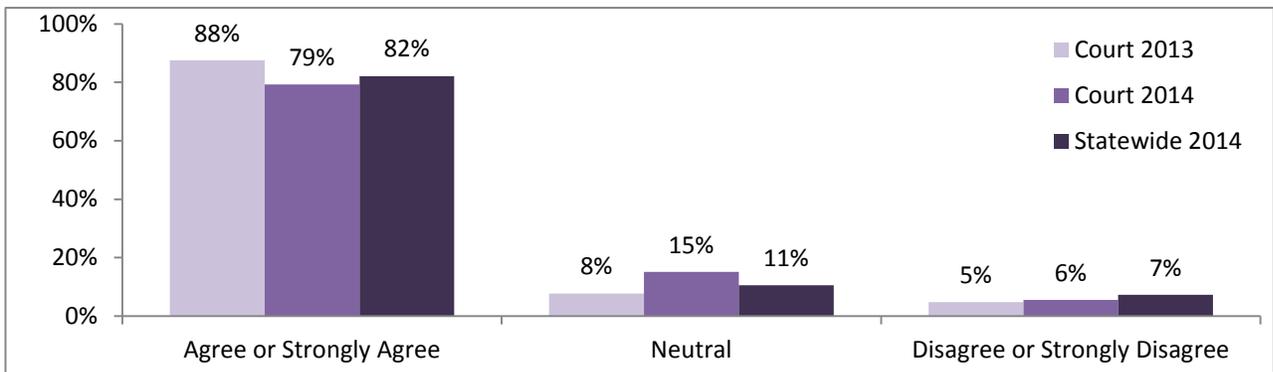
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	170	79%	214	70%	12,932	71%
4 Agree	34	16%	71	23%	4,133	23%
3 Neutral	7	3%	17	6%	719	4%
2 Disagree	2	1%	2	1%	244	1%
1 Strongly Disagree	1	0%	3	1%	238	1%
Total Responses	214		307		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	0		2		185	
No Response	1		4		455	



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

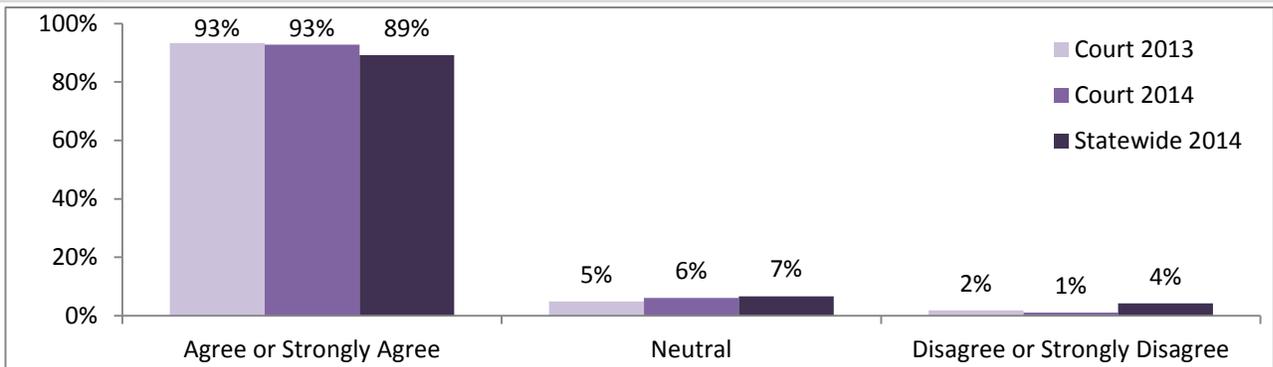
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	125	74%	92	51%	6,476	56%
4 Agree	23	14%	50	28%	3,072	26%
3 Neutral	13	8%	27	15%	1,229	11%
2 Disagree	1	1%	4	2%	387	3%
1 Strongly Disagree	7	4%	6	3%	456	4%
Total Responses	169		179		11,620	
Score		4.5		4.2		4.3
NA - Not Applicable	9		80		2,776	
No Response	37		54		4,510	



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

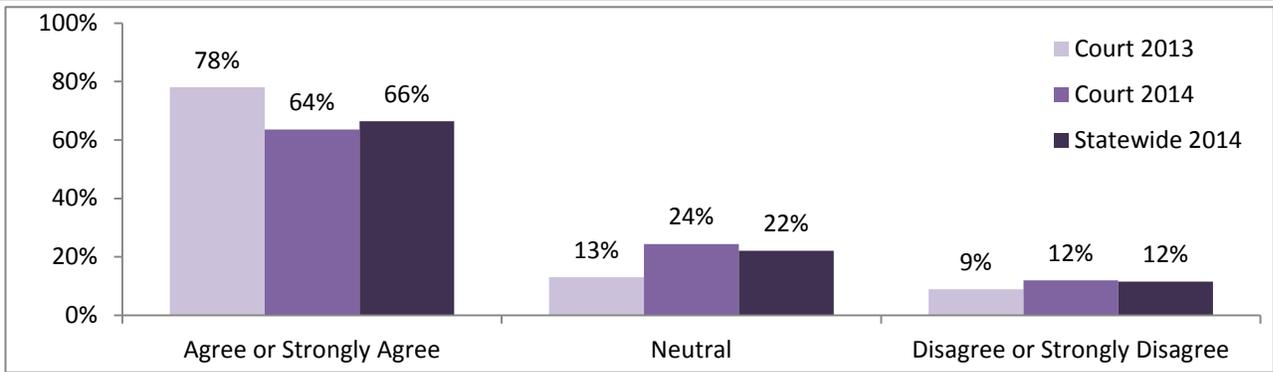
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	129	79%	124	69%	7,452	65%
4 Agree	24	15%	43	24%	2,758	24%
3 Neutral	8	5%	11	6%	762	7%
2 Disagree	1	1%	1	1%	194	2%
1 Strongly Disagree	2	1%	1	1%	286	2%
Total Responses	164		180		11,452	
Score		4.7		4.6		4.5
NA - Not Applicable	13		77		2,751	
No Response	38		56		4,703	



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

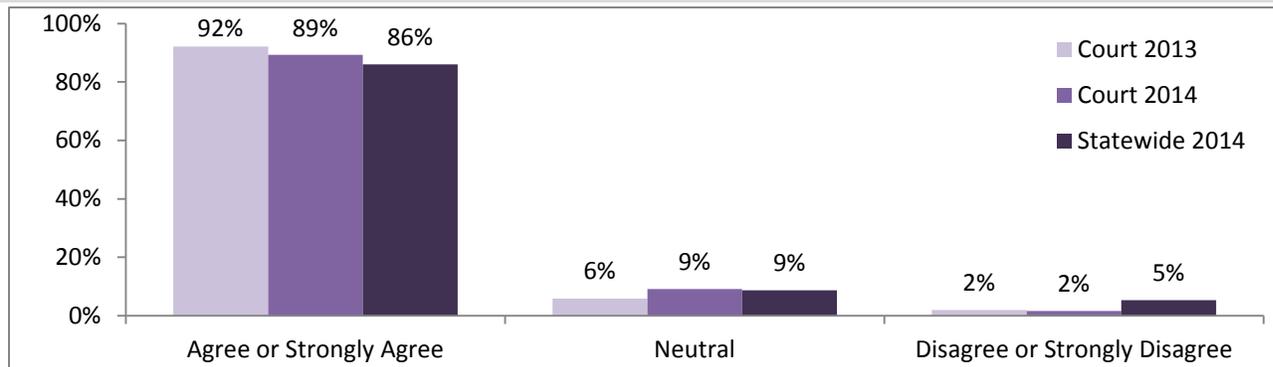
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	90	62%	73	41%	4,056	44%
4 Agree	24	16%	39	22%	2,001	22%
3 Neutral	19	13%	43	24%	2,013	22%
2 Disagree	8	5%	12	7%	485	5%
1 Strongly Disagree	5	3%	9	5%	568	6%
Total Responses	146		176		9,123	
Score		4.3		3.9		3.9
NA - Not Applicable	23		74		3,741	
No Response	46		63		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	109	72%	112	60%	5,653	58%
4 Agree	31	20%	55	29%	2,660	28%
3 Neutral	9	6%	17	9%	839	9%
2 Disagree	2	1%	1	1%	207	2%
1 Strongly Disagree	1	1%	2	1%	307	3%
Total Responses	152		187		9,666	
Score		4.6		4.5		4.4
NA - Not Applicable	16		62		3,197	
No Response	47		64		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	0	0%	1,256	7%
Civil matter	30	10%	2,063	11%
Criminal/probation	127	41%	3,852	21%
Divorce/custody/support	0	0%	2,575	14%
Drug/sobriety court	33	11%	823	5%
Estate/trust	0	0%	601	3%
File papers	1	0%	879	5%
Get information	2	1%	714	4%
Guardianship/conservatorship	0	0%	1,200	7%
Juvenile delinquency	0	0%	592	3%
Make a payment	18	6%	830	5%
PPO	0	0%	358	2%
Small claims	5	2%	352	2%
Traffic/Ticket	98	31%	1,658	9%
Other	17	5%	2,454	13%
Number of Respondents	313		18,198	
No Response	4		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	217	69%	8,416	47%
Agency Worker	2	1%	944	5%
Attorney/prosecutor	45	14%	2,875	16%
Family/friend of party to case	22	7%	2,880	16%
Juror	0	0%	531	3%
Witness	3	1%	340	2%
Other	20	6%	2,406	13%
Number of Respondents	313		17,914	
No Response	13		992	

44th District Court - Royal Oak and Berkley

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

	Court 2014		County Courts Statewide 2014	
Male	196	63%	9,116	49%
Female	110	35%	8,643	47%
American Indian / Alaska Nat.	2	1%	409	2%
Asian	5	2%	123	1%
Multiracial/biracial	8	3%	224	1%
Black/African American	45	14%	1,556	8%
Hispanic/Latino	12	4%	548	3%
White/Caucasian	118	38%	9,568	52%
Other	6	2%	288	2%
Number of Respondents	313		18,501	
No Response	3		405	