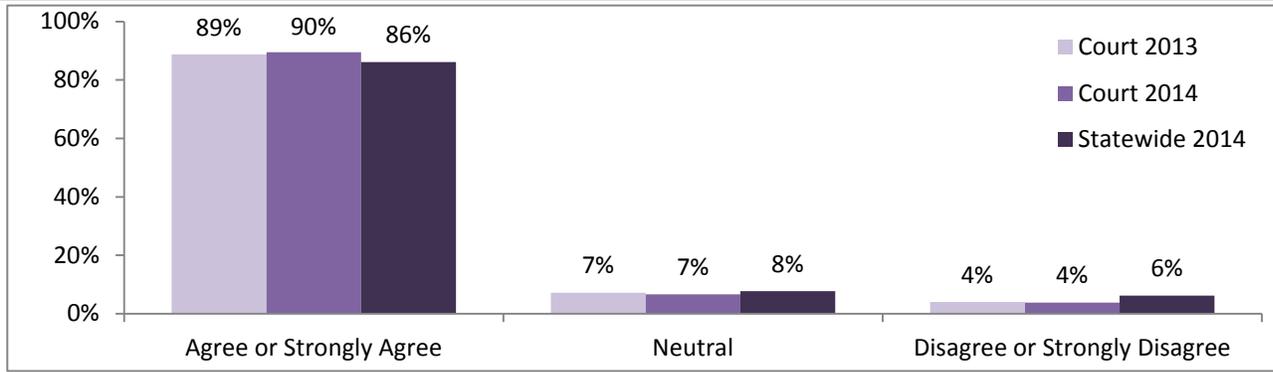


**Questions 1 and 2 were directed to all respondents.**

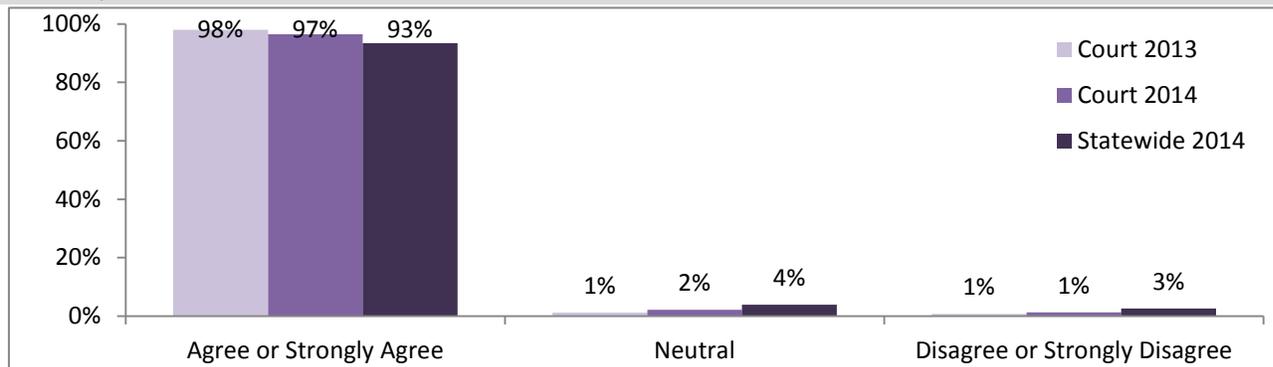
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	157	63%	199	63%	10,542	58%
4 Agree	65	26%	83	26%	5,044	28%
3 Neutral	18	7%	21	7%	1,394	8%
2 Disagree	8	3%	8	3%	563	3%
1 Strongly Disagree	2	1%	4	1%	550	3%
Total Responses	250		315		18,093	
Score		4.5		4.5		4.4
NA - Not Applicable	6		5		496	
No Response	7		3		317	



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

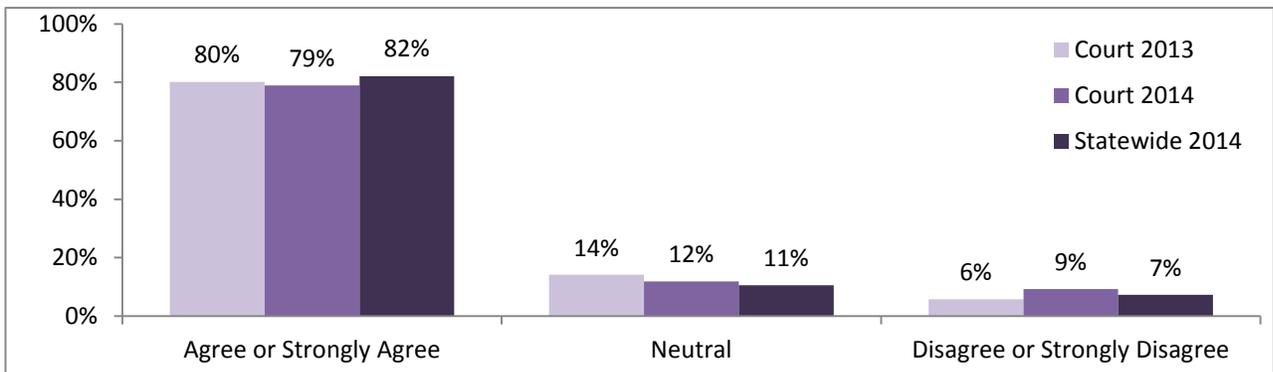
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	205	79%	249	78%	12,932	71%
4 Agree	50	19%	59	18%	4,133	23%
3 Neutral	3	1%	7	2%	719	4%
2 Disagree	2	1%	3	1%	244	1%
1 Strongly Disagree	0	0%	1	0%	238	1%
Total Responses	260		319		18,266	
Score		4.8		4.7		4.6
NA - Not Applicable	1		0		185	
No Response	2		4		455	



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

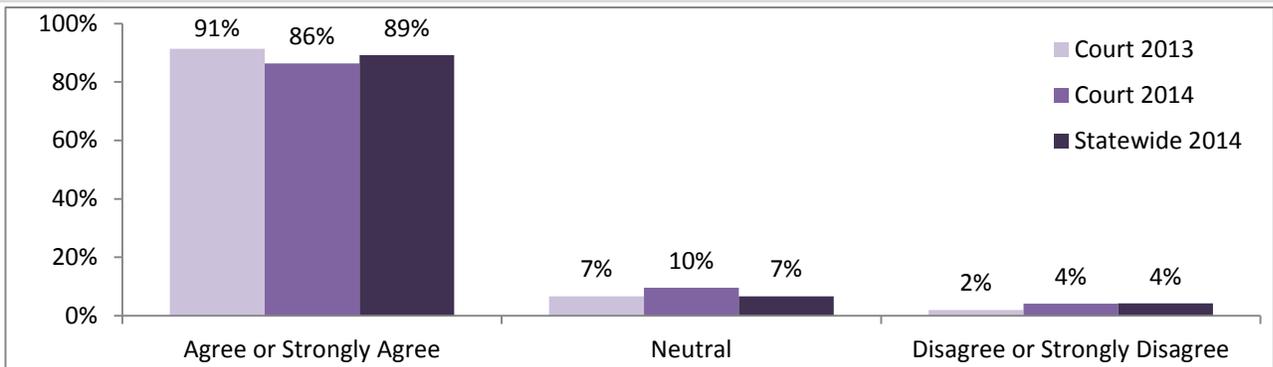
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	85	54%	84	55%	6,476	56%
4 Agree	40	26%	36	24%	3,072	26%
3 Neutral	22	14%	18	12%	1,229	11%
2 Disagree	5	3%	4	3%	387	3%
1 Strongly Disagree	4	3%	10	7%	456	4%
Total Responses	156		152		11,620	
Score		4.3		4.2		4.3
NA - Not Applicable	23		47		2,776	
No Response	84		124		4,510	



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

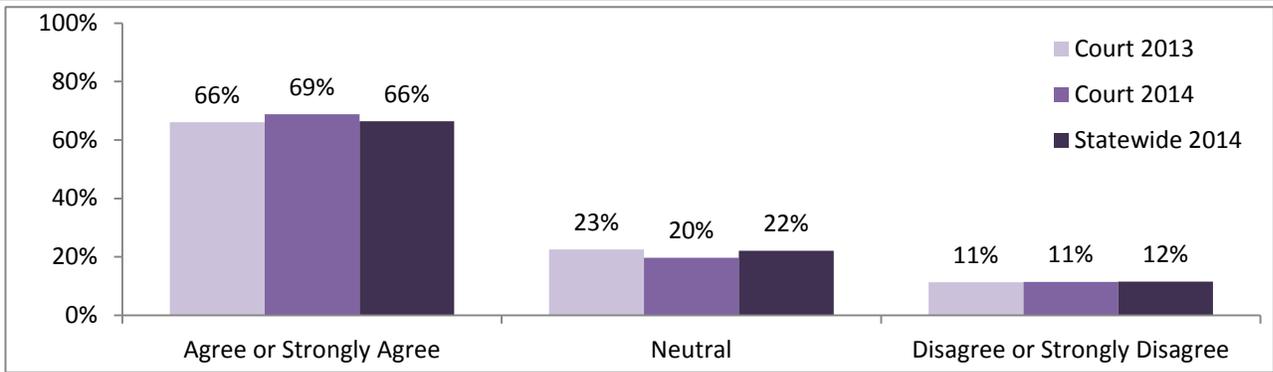
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	88	59%	87	59%	7,452	65%
4 Agree	49	33%	40	27%	2,758	24%
3 Neutral	10	7%	14	10%	762	7%
2 Disagree	0	0%	2	1%	194	2%
1 Strongly Disagree	3	2%	4	3%	286	2%
Total Responses	150		147		11,452	
Score		4.5		4.4		4.5
NA - Not Applicable	26		48		2,751	
No Response	87		128		4,703	



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

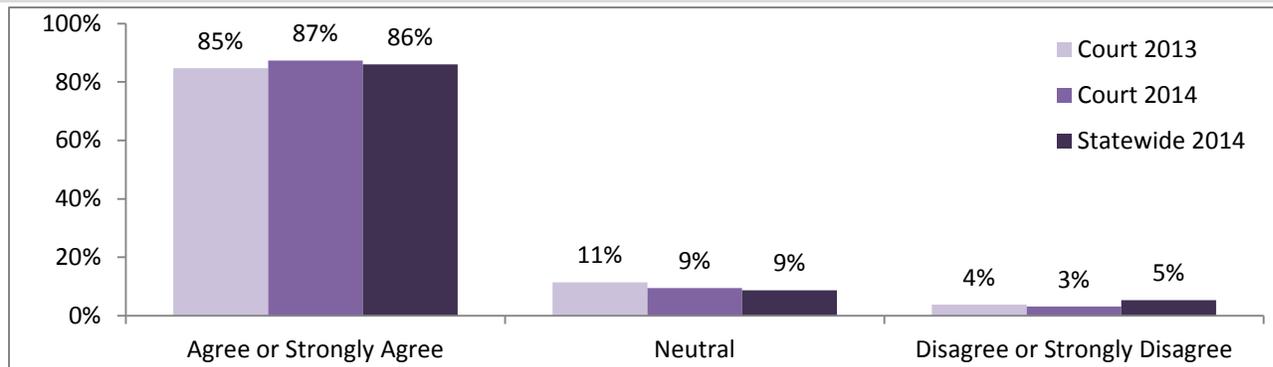
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	46	37%	55	45%	4,056	44%
4 Agree	36	29%	29	24%	2,001	22%
3 Neutral	28	23%	24	20%	2,013	22%
2 Disagree	7	6%	7	6%	485	5%
1 Strongly Disagree	7	6%	7	6%	568	6%
Total Responses	124		122		9,123	
Score		3.9		4.0		3.9
NA - Not Applicable	41		55		3,741	
No Response	98		146		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	70	53%	66	52%	5,653	58%
4 Agree	41	31%	45	35%	2,660	28%
3 Neutral	15	11%	12	9%	839	9%
2 Disagree	4	3%	2	2%	207	2%
1 Strongly Disagree	1	1%	2	2%	307	3%
Total Responses	131		127		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	34		53		3,197	
No Response	98		143		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	17	5%	1,256	7%
Civil matter	29	9%	2,063	11%
Criminal/probation	58	18%	3,852	21%
Divorce/custody/support	15	5%	2,575	14%
Drug/sobriety court	4	1%	823	5%
Estate/trust	16	5%	601	3%
File papers	29	9%	879	5%
Get information	21	7%	714	4%
Guardianship/conservatorship	33	10%	1,200	7%
Juvenile delinquency	7	2%	592	3%
Make a payment	28	9%	830	5%
PPO	4	1%	358	2%
Small claims	10	3%	352	2%
Traffic/Ticket	42	13%	1,658	9%
Other	35	11%	2,454	13%
Number of Respondents	323		18,198	
No Response	15		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	136	42%	8,416	47%
Agency Worker	18	6%	944	5%
Attorney/prosecutor	25	8%	2,875	16%
Family/friend of party to case	50	15%	2,880	16%
Juror	0	0%	531	3%
Witness	9	3%	340	2%
Other	57	18%	2,406	13%
Number of Respondents	323		17,914	
No Response	37		992	

Huron County Trial Court

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

	Court 2014		County Courts Statewide 2014	
Male	154	48%	9,116	49%
Female	151	47%	8,643	47%
American Indian / Alaska Nat.	3	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	0%	224	1%
Black/African American	1	0%	1,556	8%
Hispanic/Latino	7	2%	548	3%
White/Caucasian	216	67%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	323		18,501	
No Response	11		405	