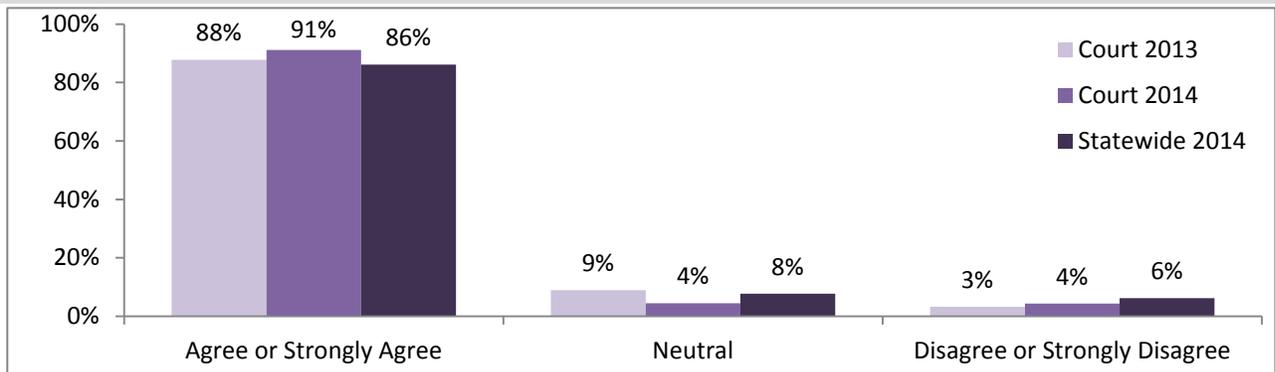


Ionia and Montcalm Trial Courts

Questions 1 and 2 were directed to all respondents.

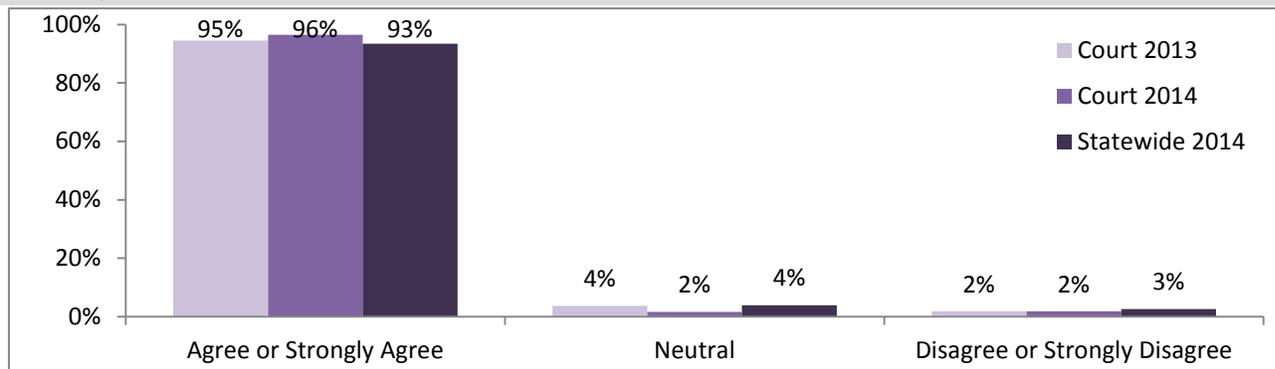
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	239	65%	361	67%	10,542	58%
4 Agree	85	23%	127	24%	5,044	28%
3 Neutral	33	9%	24	4%	1,394	8%
2 Disagree	7	2%	15	3%	563	3%
1 Strongly Disagree	5	1%	8	1%	550	3%
Total Responses	369		535		18,093	
Score		4.5		4.5		4.4
NA - Not Applicable	15		13		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	301	78%	427	79%	12,932	71%
4 Agree	62	16%	92	17%	4,133	23%
3 Neutral	14	4%	9	2%	719	4%
2 Disagree	2	1%	3	1%	244	1%
1 Strongly Disagree	5	1%	7	1%	238	1%
Total Responses	384		538		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	1		5		185	
No Response	1		8		455	

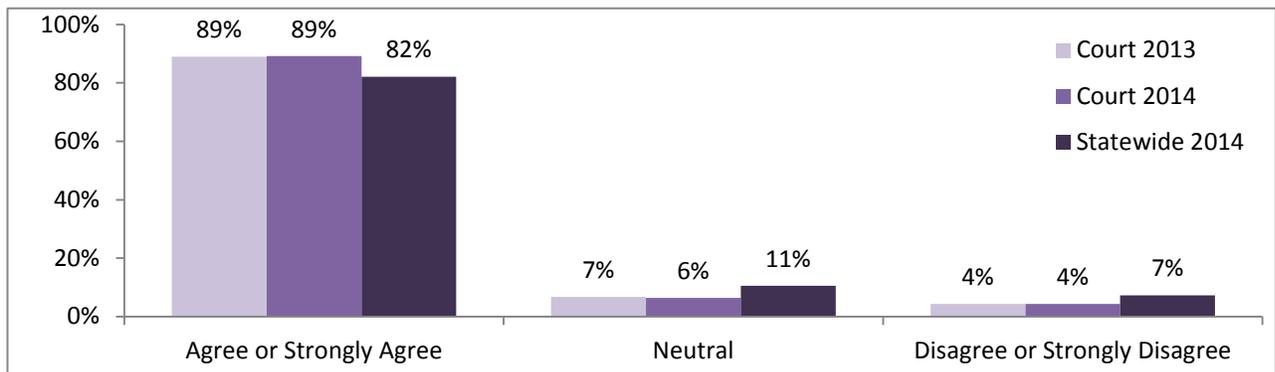


Ionia and Montcalm Trial Courts

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

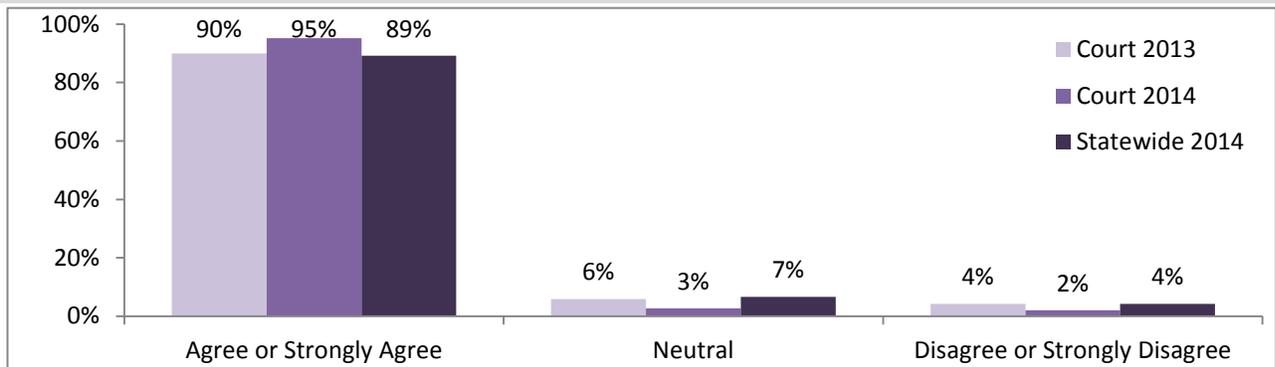
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	166	65%	293	67%	6,476	56%
4 Agree	60	24%	95	22%	3,072	26%
3 Neutral	17	7%	28	6%	1,229	11%
2 Disagree	3	1%	12	3%	387	3%
1 Strongly Disagree	8	3%	7	2%	456	4%
Total Responses	254		435		11,620	
Score		4.5		4.5		4.3
NA - Not Applicable	31		38		2,776	
No Response	101		78		4,510	



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

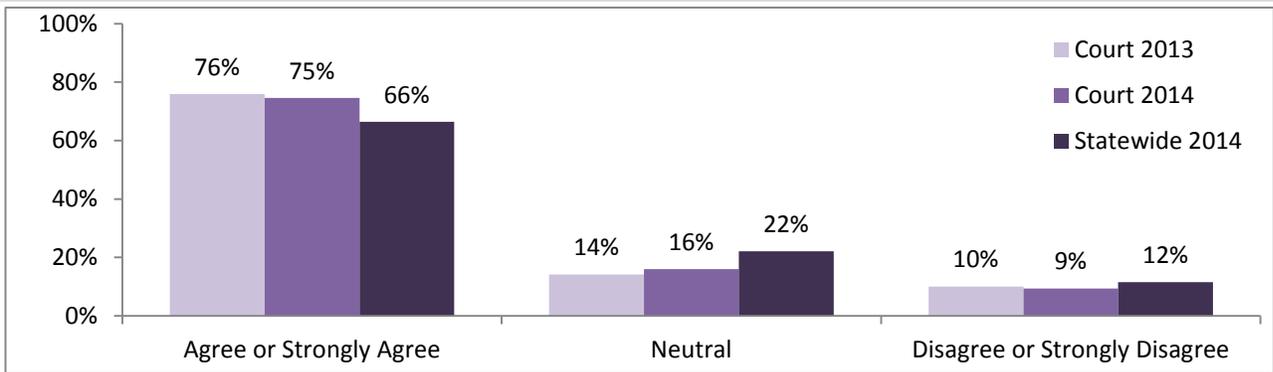
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	160	67%	333	76%	7,452	65%
4 Agree	54	23%	83	19%	2,758	24%
3 Neutral	14	6%	12	3%	762	7%
2 Disagree	4	2%	5	1%	194	2%
1 Strongly Disagree	6	3%	4	1%	286	2%
Total Responses	238		437		11,452	
Score		4.5		4.7		4.5
NA - Not Applicable	34		32		2,751	
No Response	114		82		4,703	



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

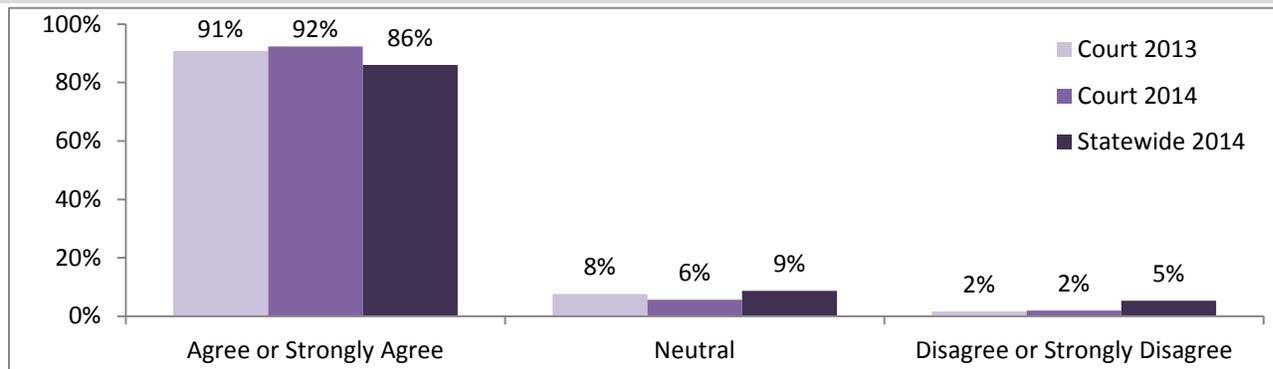
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	89	52%	180	54%	4,056	44%
4 Agree	40	24%	67	20%	2,001	22%
3 Neutral	24	14%	53	16%	2,013	22%
2 Disagree	8	5%	18	5%	485	5%
1 Strongly Disagree	9	5%	13	4%	568	6%
Total Responses	170		331		9,123	
Score		4.1		4.2		3.9
NA - Not Applicable	70		82		3,741	
No Response	146		138		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	117	63%	245	70%	5,653	58%
4 Agree	51	28%	80	23%	2,660	28%
3 Neutral	14	8%	20	6%	839	9%
2 Disagree	1	1%	4	1%	207	2%
1 Strongly Disagree	2	1%	3	1%	307	3%
Total Responses	185		352		9,666	
Score		4.5		4.6		4.4
NA - Not Applicable	60		58		3,197	
No Response	141		141		6,043	



Ionia and Montcalm 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	99	18%	1,256	7%
Civil matter	43	8%	2,063	11%
Criminal/probation	98	18%	3,852	21%
Divorce/custody/support	44	8%	2,575	14%
Drug/sobriety court	13	2%	823	5%
Estate/trust	10	2%	601	3%
File papers	13	2%	879	5%
Get information	7	1%	714	4%
Guardianship/conservatorship	62	11%	1,200	7%
Juvenile delinquency	65	12%	592	3%
Make a payment	22	4%	830	5%
PPO	8	1%	358	2%
Small claims	19	3%	352	2%
Traffic/Ticket	25	5%	1,658	9%
Other	41	7%	2,454	13%
Number of Respondents	551		18,198	
No Response	21		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	209	38%	8,416	47%
Agency Worker	55	10%	944	5%
Attorney/prosecutor	105	19%	2,875	16%
Family/friend of party to case	111	20%	2,880	16%
Juror	8	1%	531	3%
Witness	14	3%	340	2%
Other	40	7%	2,406	13%
Number of Respondents	551		17,914	
No Response	18		992	

Ionia and Montcalm Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	243	44%	9,116	49%
Female	273	50%	8,643	47%
American Indian / Alaska Nat.	7	1%	409	2%
Asian	2	0%	123	1%
Multiracial/biracial	4	1%	224	1%
Black/African American	18	3%	1,556	8%
Hispanic/Latino	15	3%	548	3%
White/Caucasian	327	59%	9,568	52%
Other	6	1%	288	2%
Number of Respondents	551		18,501	
No Response	22		405	