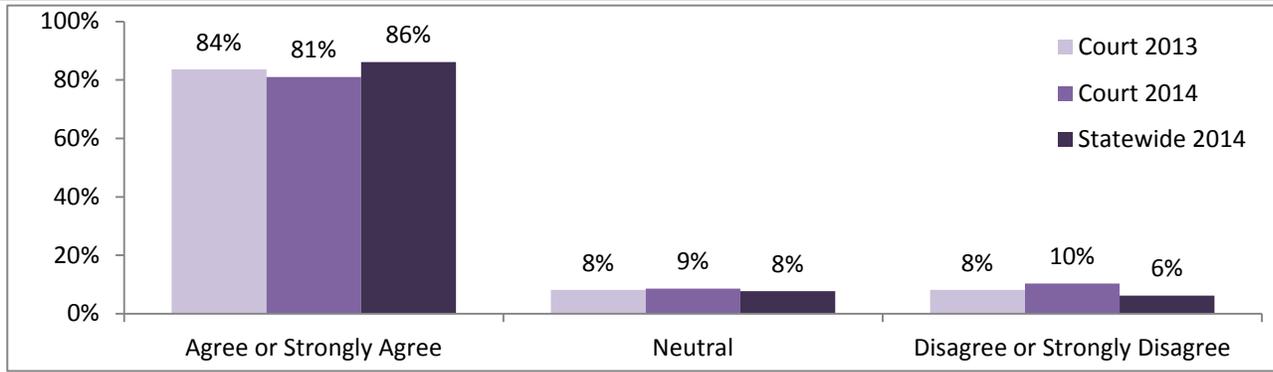


**Questions 1 and 2 were directed to all respondents.**

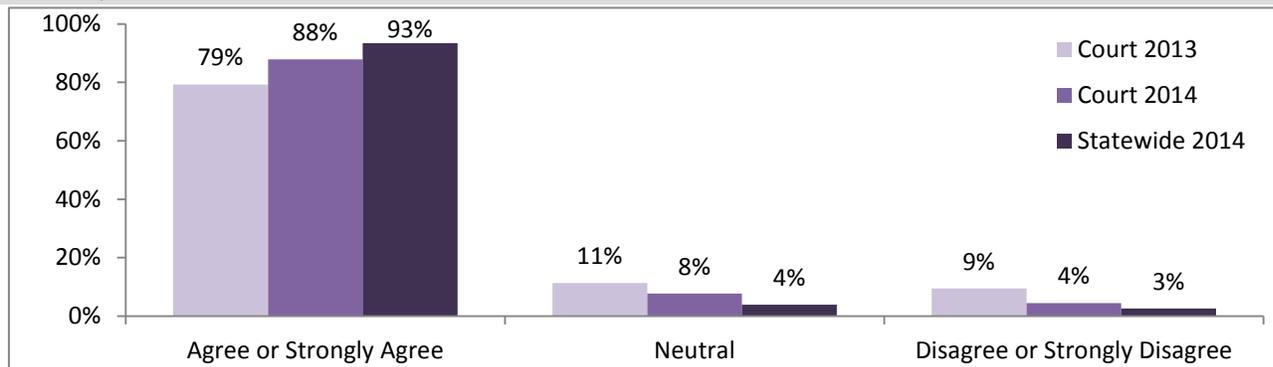
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	25	51%	84	48%	10,542	58%
4 Agree	16	33%	57	33%	5,044	28%
3 Neutral	4	8%	15	9%	1,394	8%
2 Disagree	3	6%	7	4%	563	3%
1 Strongly Disagree	1	2%	11	6%	550	3%
Total Responses	49		174		18,093	
Score		4.2		4.1		4.4
NA - Not Applicable	7		7		496	
No Response	4		10		317	



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

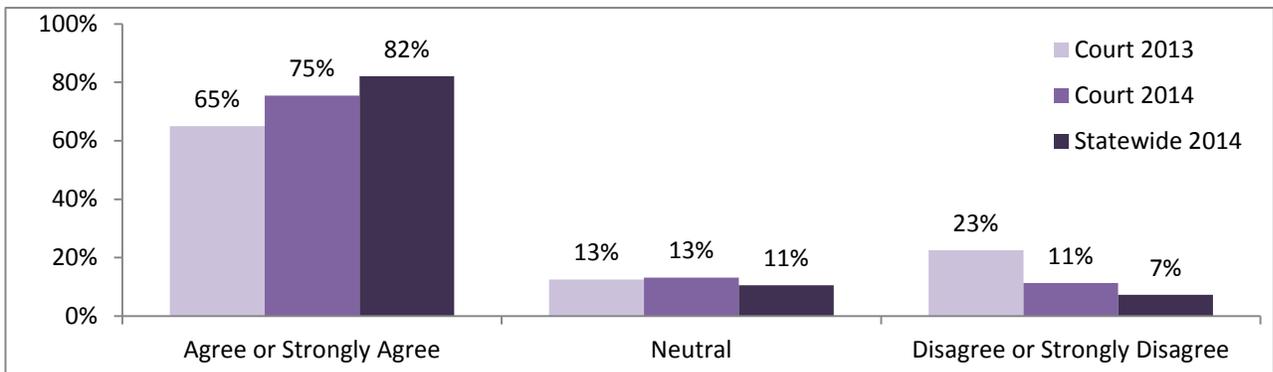
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	27	51%	104	57%	12,932	71%
4 Agree	15	28%	55	30%	4,133	23%
3 Neutral	6	11%	14	8%	719	4%
2 Disagree	4	8%	2	1%	244	1%
1 Strongly Disagree	1	2%	6	3%	238	1%
Total Responses	53		181		18,266	
Score		4.2		4.4		4.6
NA - Not Applicable	1		2		185	
No Response	6		8		455	



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

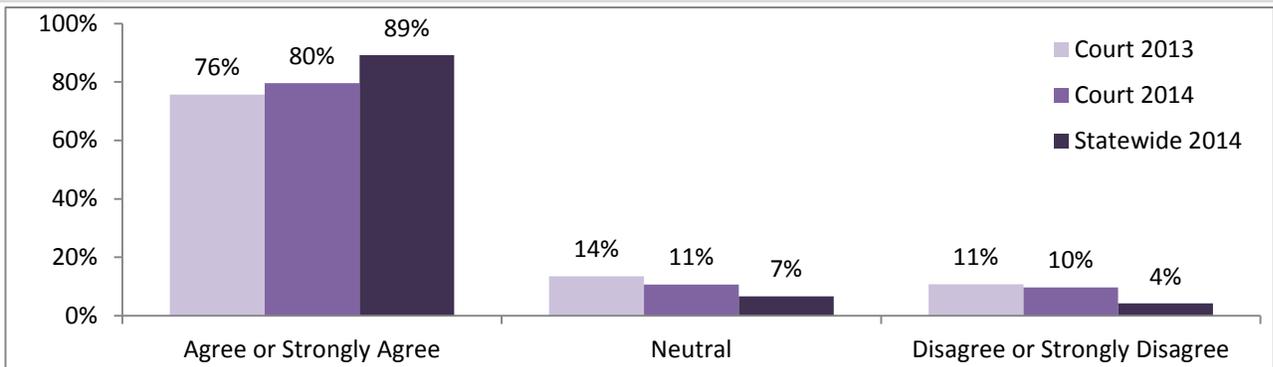
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	13	33%	41	39%	6,476	56%
4 Agree	13	33%	39	37%	3,072	26%
3 Neutral	5	13%	14	13%	1,229	11%
2 Disagree	6	15%	2	2%	387	3%
1 Strongly Disagree	3	8%	10	9%	456	4%
Total Responses	40		106		11,620	
Score	3.7		3.9		4.3	
NA - Not Applicable	4		25		2,776	
No Response	16		60		4,510	



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

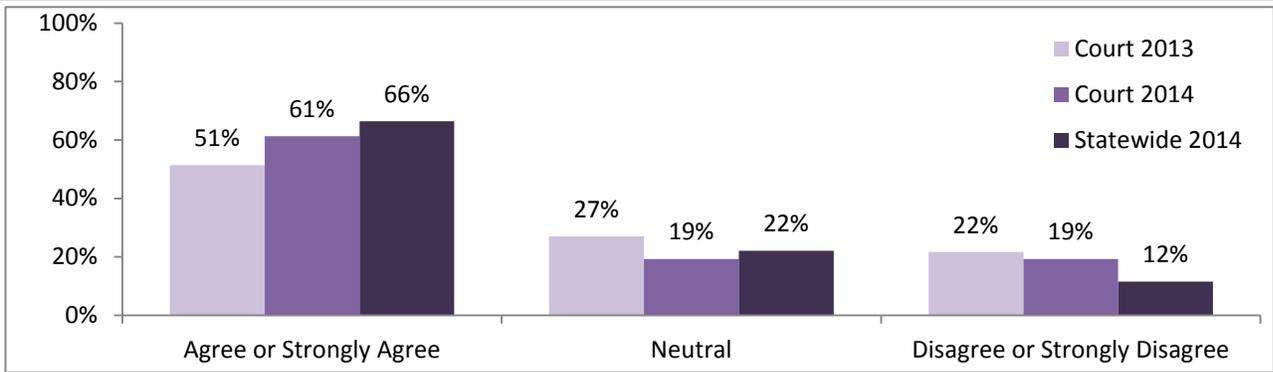
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	11	30%	51	50%	7,452	65%
4 Agree	17	46%	31	30%	2,758	24%
3 Neutral	5	14%	11	11%	762	7%
2 Disagree	3	8%	2	2%	194	2%
1 Strongly Disagree	1	3%	8	8%	286	2%
Total Responses	37		103		11,452	
Score	3.9		4.1		4.5	
NA - Not Applicable	5		26		2,751	
No Response	18		62		4,703	



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

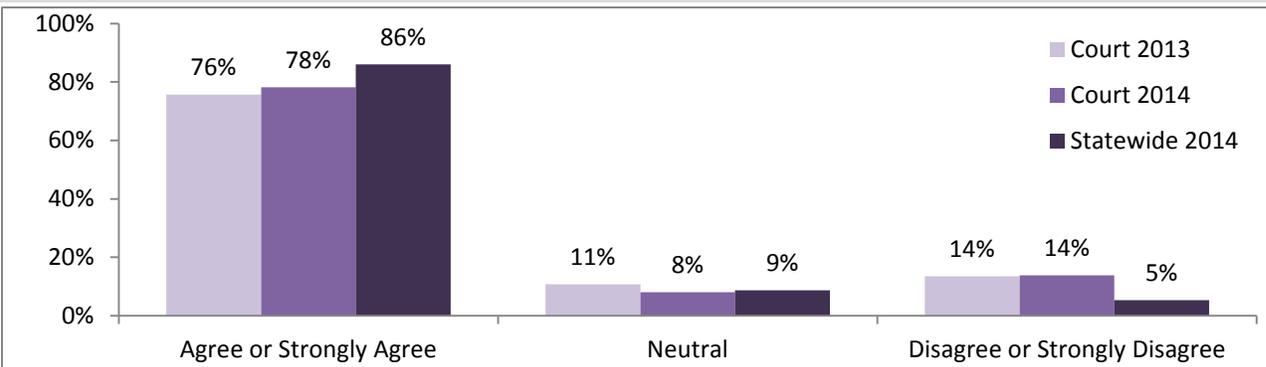
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	9	24%	33	38%	4,056	44%
4 Agree	10	27%	21	24%	2,001	22%
3 Neutral	10	27%	17	19%	2,013	22%
2 Disagree	5	14%	7	8%	485	5%
1 Strongly Disagree	3	8%	10	11%	568	6%
Total Responses	37		88		9,123	
Score	3.5		3.7		3.9	
NA - Not Applicable	6		30		3,741	
No Response	17		73		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	12	32%	41	47%	5,653	58%
4 Agree	16	43%	27	31%	2,660	28%
3 Neutral	4	11%	7	8%	839	9%
2 Disagree	3	8%	3	3%	207	2%
1 Strongly Disagree	2	5%	9	10%	307	3%
Total Responses	37		87		9,666	
Score	3.9		4.0		4.4	
NA - Not Applicable	5		28		3,197	
No Response	18		76		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	7	4%	1,256	7%
Civil matter	12	6%	2,063	11%
Criminal/probation	66	35%	3,852	21%
Divorce/custody/support	13	7%	2,575	14%
Drug/sobriety court	16	8%	823	5%
Estate/trust	1	1%	601	3%
File papers	5	3%	879	5%
Get information	5	3%	714	4%
Guardianship/conservatorship	2	1%	1,200	7%
Juvenile delinquency	4	2%	592	3%
Make a payment	9	5%	830	5%
PPO	3	2%	358	2%
Small claims	7	4%	352	2%
Traffic/Ticket	13	7%	1,658	9%
Other	34	18%	2,454	13%
Number of Respondents	191		18,198	
No Response	14		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	94	49%	8,416	47%
Agency Worker	8	4%	944	5%
Attorney/prosecutor	9	5%	2,875	16%
Family/friend of party to case	34	18%	2,880	16%
Juror	8	4%	531	3%
Witness	4	2%	340	2%
Other	23	12%	2,406	13%
Number of Respondents	191		17,914	
No Response	12		992	

Isabella County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	103	54%	9,116	49%
Female	72	38%	8,643	47%
American Indian / Alaska Nat.	12	6%	409	2%
Asian	3	2%	123	1%
Multiracial/biracial	7	4%	224	1%
Black/African American	5	3%	1,556	8%
Hispanic/Latino	9	5%	548	3%
White/Caucasian	102	53%	9,568	52%
Other	4	2%	288	2%
Number of Respondents	191		18,501	
No Response	9		405	