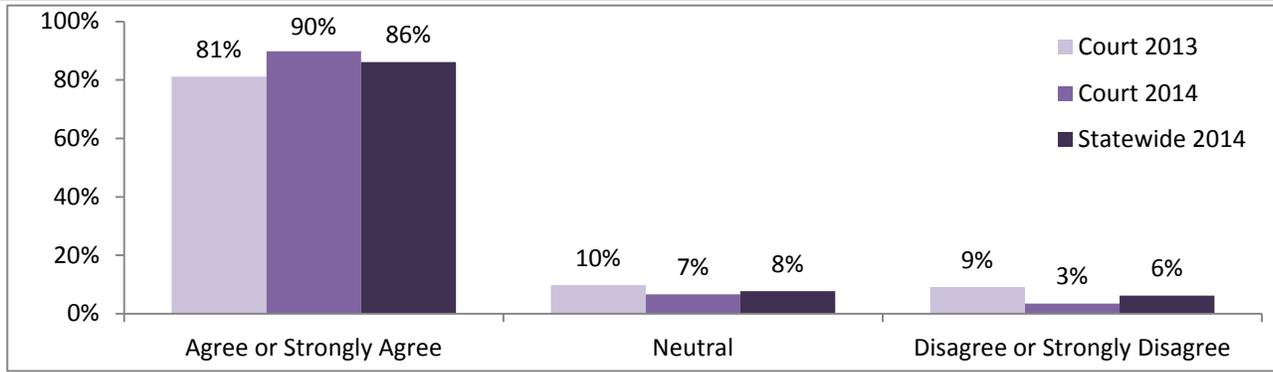


Kent County Probate Court, 17th Circuit Court, 63rd District Court,
and 61st District Court - Grand Rapids

Questions 1 and 2 were directed to all respondents.

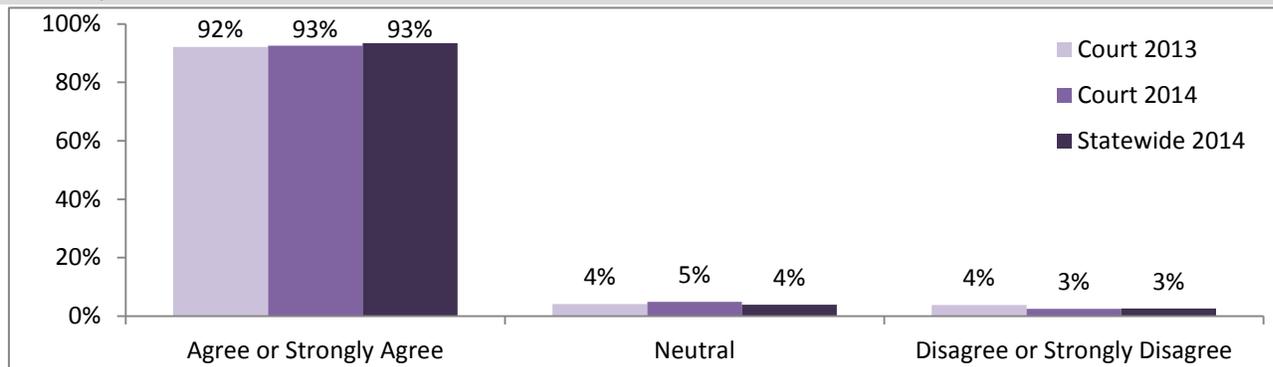
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	158	55%	301	65%	10,542	58%
4 Agree	74	26%	116	25%	5,044	28%
3 Neutral	28	10%	31	7%	1,394	8%
2 Disagree	10	3%	9	2%	563	3%
1 Strongly Disagree	16	6%	7	2%	550	3%
Total Responses	286		464		18,093	
Score		4.2		4.5		4.4
NA - Not Applicable	9		14		496	
No Response	2		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	204	70%	341	72%	12,932	71%
4 Agree	64	22%	98	21%	4,133	23%
3 Neutral	12	4%	23	5%	719	4%
2 Disagree	4	1%	8	2%	244	1%
1 Strongly Disagree	7	2%	4	1%	238	1%
Total Responses	291		474		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	3		2		185	
No Response	3		12		455	

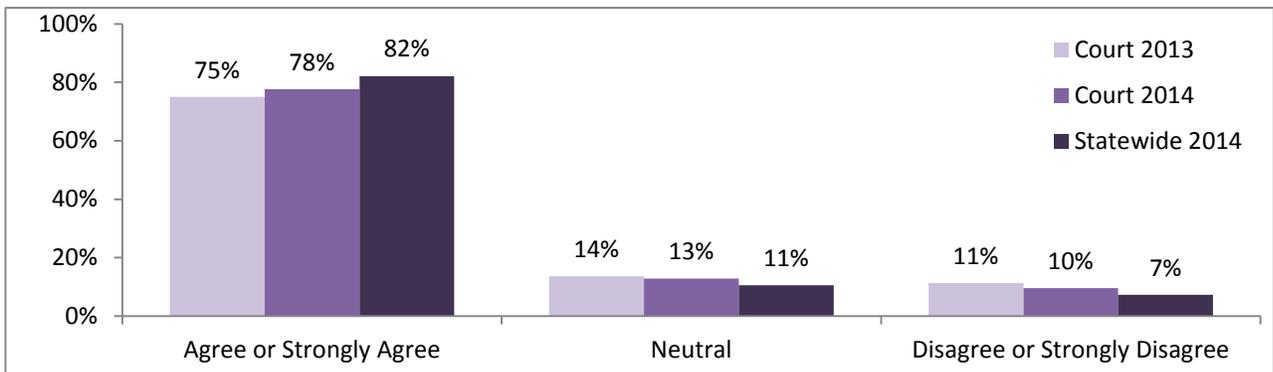


Kent County Probate Court, 17th Circuit Court, 63rd District Court,
and 61st District Court - Grand Rapids

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

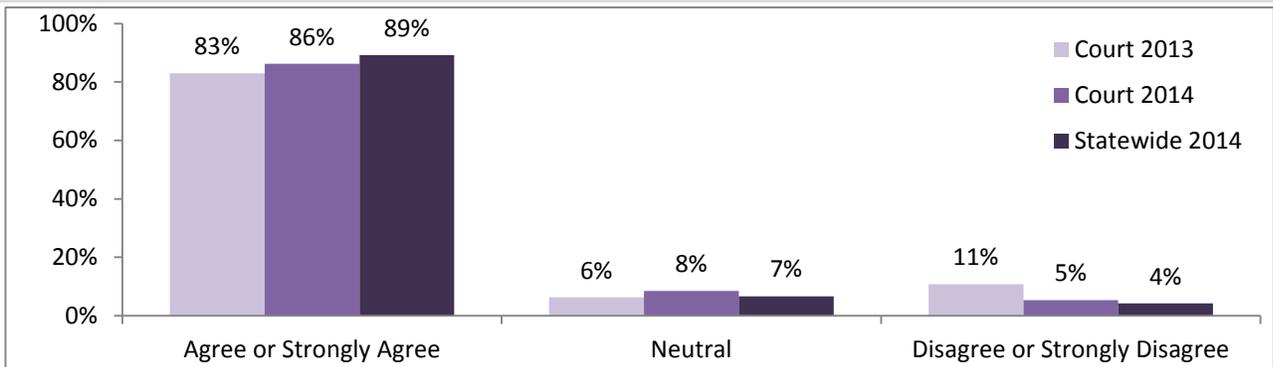
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	96	55%	151	55%	6,476	56%
4 Agree	36	20%	61	22%	3,072	26%
3 Neutral	24	14%	35	13%	1,229	11%
2 Disagree	7	4%	16	6%	387	3%
1 Strongly Disagree	13	7%	10	4%	456	4%
Total Responses	176		273		11,620	
Score		4.1		4.2		4.3
NA - Not Applicable	28		82		2,776	
No Response	93		133		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	106	60%	164	63%	7,452	65%
4 Agree	40	23%	61	23%	2,758	24%
3 Neutral	11	6%	22	8%	762	7%
2 Disagree	9	5%	6	2%	194	2%
1 Strongly Disagree	10	6%	8	3%	286	2%
Total Responses	176		261		11,452	
Score		4.3		4.4		4.5
NA - Not Applicable	31		88		2,751	
No Response	90		139		4,703	

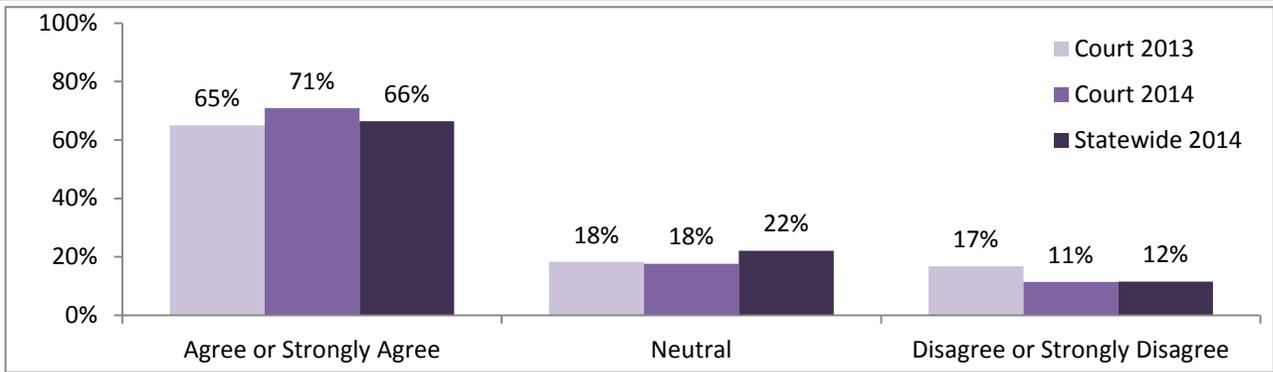


Kent County Probate Court, 17th Circuit Court, 63rd District Court,
and 61st District Court - Grand Rapids

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

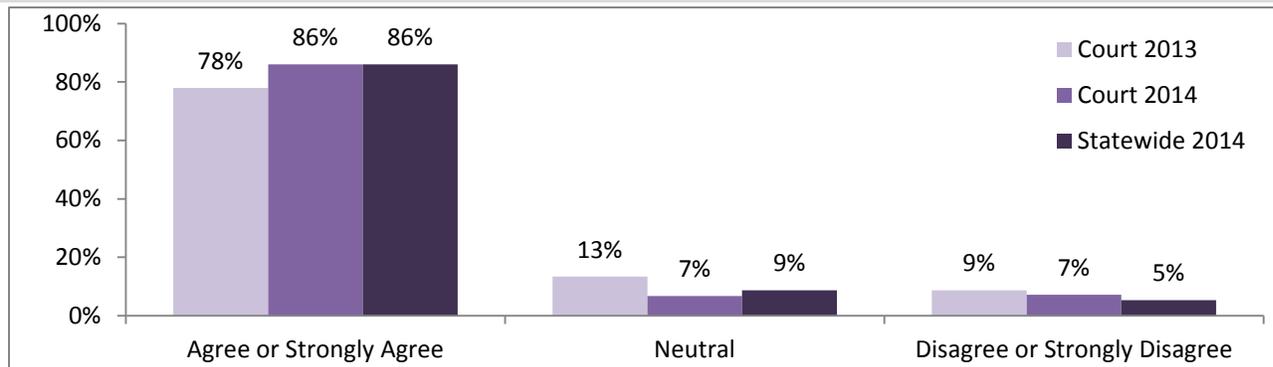
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	63	46%	108	51%	4,056	44%
4 Agree	26	19%	41	20%	2,001	22%
3 Neutral	25	18%	37	18%	2,013	22%
2 Disagree	8	6%	10	5%	485	5%
1 Strongly Disagree	15	11%	14	7%	568	6%
Total Responses	137		210		9,123	
Score		3.8		4.0		3.9
NA - Not Applicable	48		107		3,741	
No Response	112		171		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	80	53%	131	59%	5,653	58%
4 Agree	37	25%	60	27%	2,660	28%
3 Neutral	20	13%	15	7%	839	9%
2 Disagree	3	2%	8	4%	207	2%
1 Strongly Disagree	10	7%	8	4%	307	3%
Total Responses	150		222		9,666	
Score		4.2		4.3		4.4
NA - Not Applicable	34		95		3,197	
No Response	113		171		6,043	



Kent County Probate Court, 17th Circuit Court, 63rd District Court,
and 61st District Court - Grand Rapids

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	16	3%	1,256	7%
Civil matter	73	15%	2,063	11%
Criminal/probation	101	21%	3,852	21%
Divorce/custody/support	21	4%	2,575	14%
Drug/sobriety court	29	6%	823	5%
Estate/trust	16	3%	601	3%
File papers	15	3%	879	5%
Get information	24	5%	714	4%
Guardianship/conservatorship	55	11%	1,200	7%
Juvenile delinquency	14	3%	592	3%
Make a payment	22	5%	830	5%
PPO	8	2%	358	2%
Small claims	8	2%	352	2%
Traffic/Ticket	42	9%	1,658	9%
Other	79	16%	2,454	13%
Number of Respondents	488		18,198	
No Response	8		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	223	46%	8,416	47%
Agency Worker	15	3%	944	5%
Attorney/prosecutor	55	11%	2,875	16%
Family/friend of party to case	81	17%	2,880	16%
Juror	23	5%	531	3%
Witness	11	2%	340	2%
Other	72	15%	2,406	13%
Number of Respondents	488		17,914	
No Response	23		992	

Kent County Probate Court, 17th Circuit Court, 63rd District Court,
and 61st District Court - Grand Rapids

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

	Court 2014		County Courts Statewide 2014	
	Male	242	50%	9,116
Female	227	47%	8,643	47%
American Indian / Alaska Nat.	6	1%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	11	2%	224	1%
Black/African American	68	14%	1,556	8%
Hispanic/Latino	30	6%	548	3%
White/Caucasian	214	44%	9,568	52%
Other	5	1%	288	2%
Number of Respondents	488		18,501	
No Response	9		405	