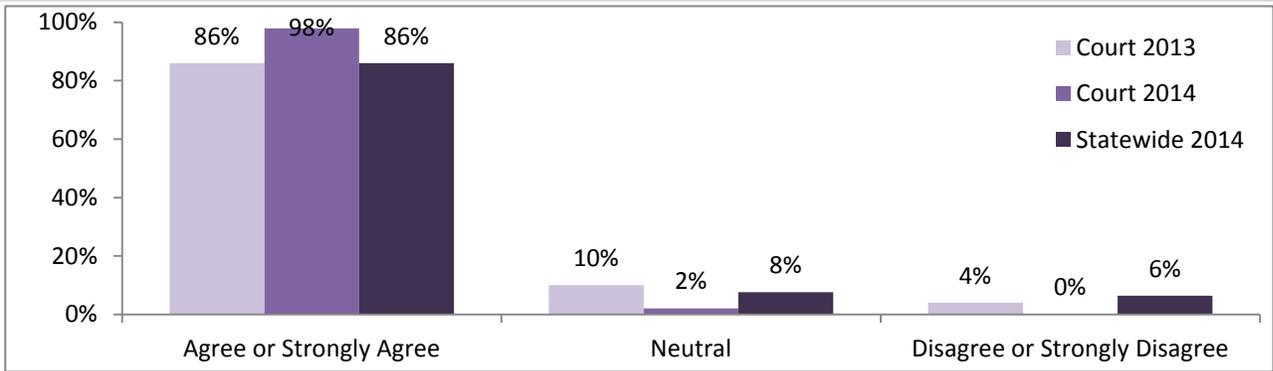


**Questions 1 and 2 were directed to all respondents.**

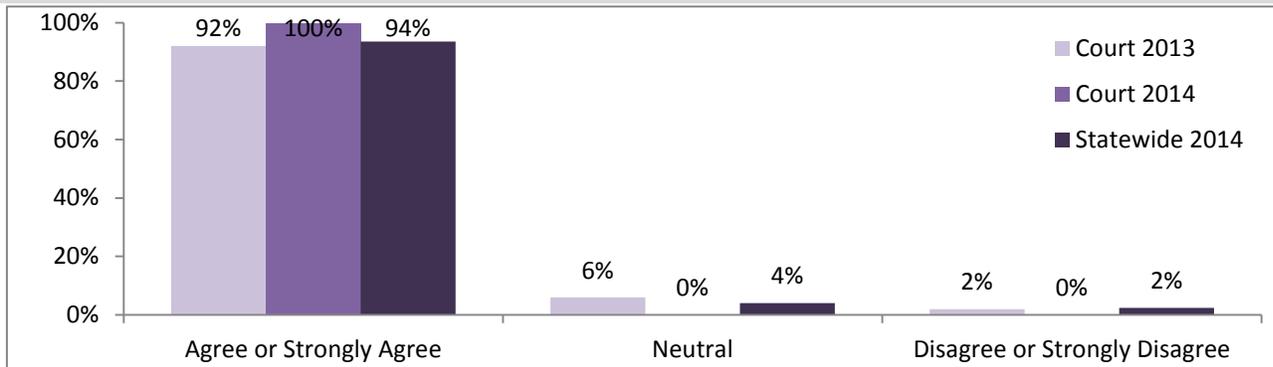
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	32	64%	39	80%	4,614	61%
4 Agree	11	22%	9	18%	1,901	25%
3 Neutral	5	10%	1	2%	574	8%
2 Disagree	1	2%	0	0%	229	3%
1 Strongly Disagree	1	2%	0	0%	254	3%
Total Responses	50		49		7,572	
Score		4.4		4.8		4.4
NA - Not Applicable	0		1		185	
No Response	0		0		198	



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

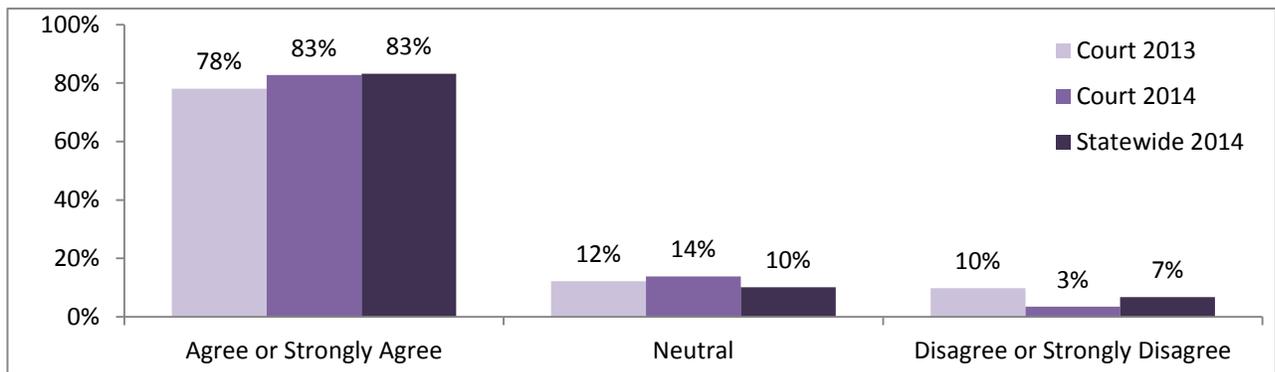
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	35	70%	45	94%	5,595	73%
4 Agree	11	22%	3	6%	1,549	20%
3 Neutral	3	6%	0	0%	310	4%
2 Disagree	0	0%	0	0%	87	1%
1 Strongly Disagree	1	2%	0	0%	99	1%
Total Responses	50		48		7,640	
Score		4.6		4.9		4.6
NA - Not Applicable	0		1		64	
No Response	0		1		251	



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

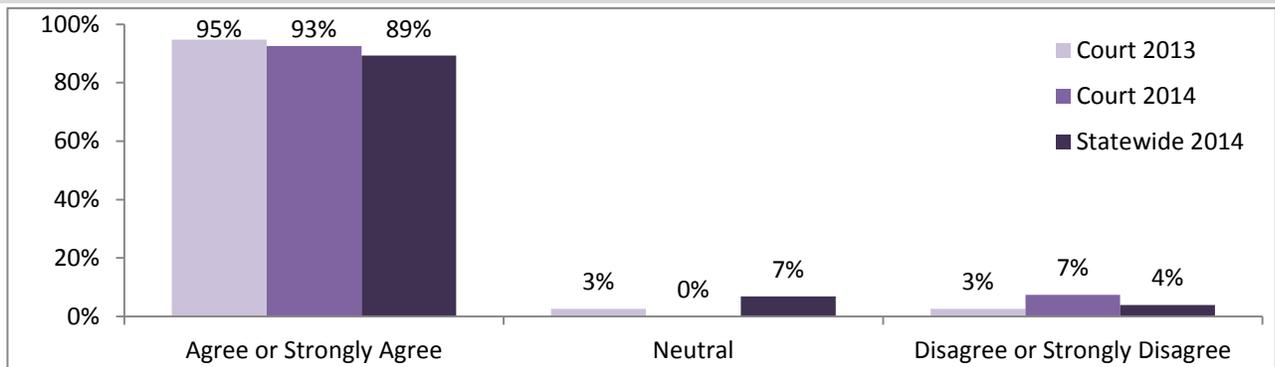
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	22	54%	19	66%	2,915	58%
4 Agree	10	24%	5	17%	1,256	25%
3 Neutral	5	12%	4	14%	508	10%
2 Disagree	2	5%	1	3%	162	3%
1 Strongly Disagree	2	5%	0	0%	174	3%
Total Responses	41		29		5,015	
Score		4.2		4.4		4.3
NA - Not Applicable	1		11		1,060	
No Response	8		10		1,880	



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

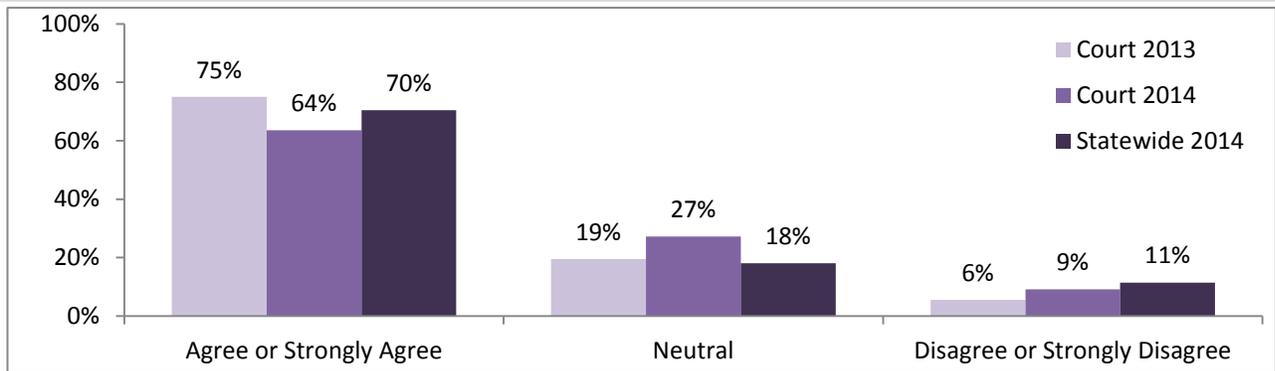
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	27	71%	20	74%	3,259	67%
4 Agree	9	24%	5	19%	1,109	23%
3 Neutral	1	3%	0	0%	336	7%
2 Disagree	0	0%	2	7%	91	2%
1 Strongly Disagree	1	3%	0	0%	98	2%
Total Responses	38		27		4,893	
Score		4.6		4.6		4.5
NA - Not Applicable	3		12		1,097	
No Response	9		11		1,965	



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

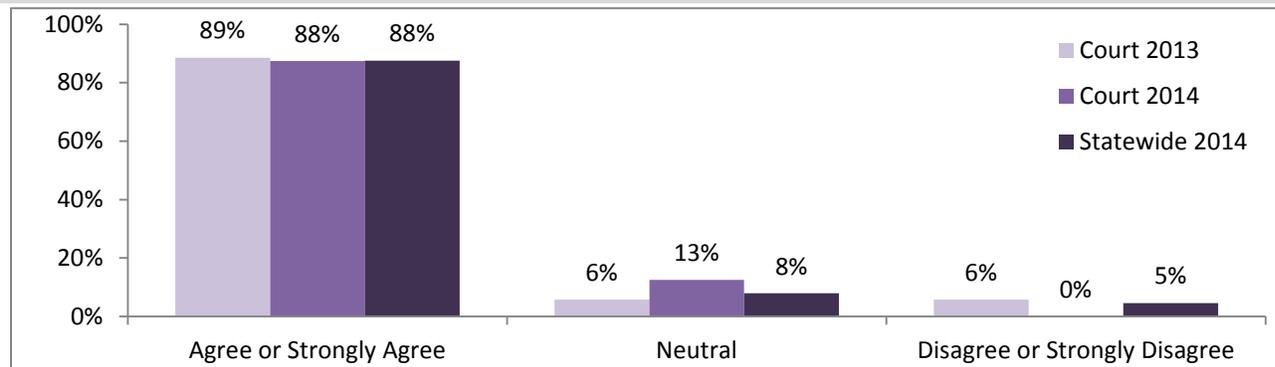
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	21	58%	7	32%	2,048	47%
4 Agree	6	17%	7	32%	999	23%
3 Neutral	7	19%	6	27%	783	18%
2 Disagree	1	3%	1	5%	242	6%
1 Strongly Disagree	1	3%	1	5%	253	6%
Total Responses	36		22		4,325	
Score		4.3		3.8		4.0
NA - Not Applicable	2		13		1,313	
No Response	12		15		2,317	



**6) As I leave the court, I understand what happened in my case.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	22	63%	13	54%	2,750	61%
4 Agree	9	26%	8	33%	1,182	26%
3 Neutral	2	6%	3	13%	354	8%
2 Disagree	1	3%	0	0%	81	2%
1 Strongly Disagree	1	3%	0	0%	123	3%
Total Responses	35		24		4,490	
Score		4.4		4.4		4.4
NA - Not Applicable	2		12		1,137	
No Response	13		14		2,328	



Grosse Pointe Municipal Court

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		3rd Class Courts Statewide 2014	
Child protective	0	0%	1	0%
Civil matter	8	16%	1,467	19%
Criminal/probation	9	18%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	1	2%	404	5%
Estate/trust	0	0%	0	0%
File papers	1	2%	149	2%
Get information	2	4%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	5	10%	464	6%
PPO	0	0%	0	0%
Small claims	3	6%	171	2%
Traffic/Ticket	29	58%	2,693	35%
Other	2	4%	672	9%
Number of Respondents	50		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	32	64%	4,580	62%
Agency Worker	1	2%	164	2%
Attorney/prosecutor	9	18%	903	12%
Family/friend of party to case	3	6%	791	11%
Juror	0	0%	188	3%
Witness	0	0%	196	3%
Other	1	2%	713	10%
Number of Respondents	50		7,402	
No Response	4		553	

Grosse Pointe Municipal Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	26	52%	4,217	54%
Female	22	44%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	1	2%	153	2%
Black/African American	5	10%	1,367	18%
Hispanic/Latino	0	0%	246	3%
White/Caucasian	22	44%	3,004	39%
Other	0	0%	199	3%
Number of Respondents	50		7,785	
No Response	1		170	