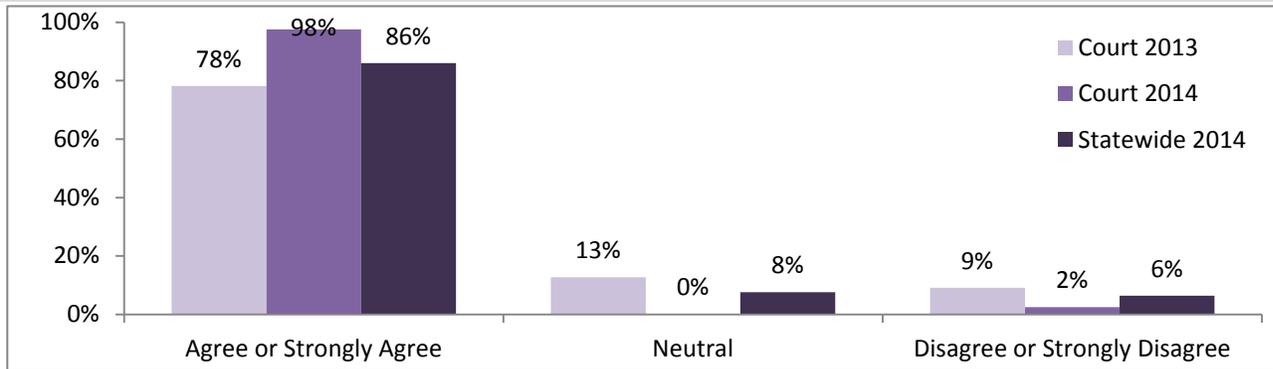


Grosse Pointe Farms Municipal Courts

Questions 1 and 2 were directed to all respondents.

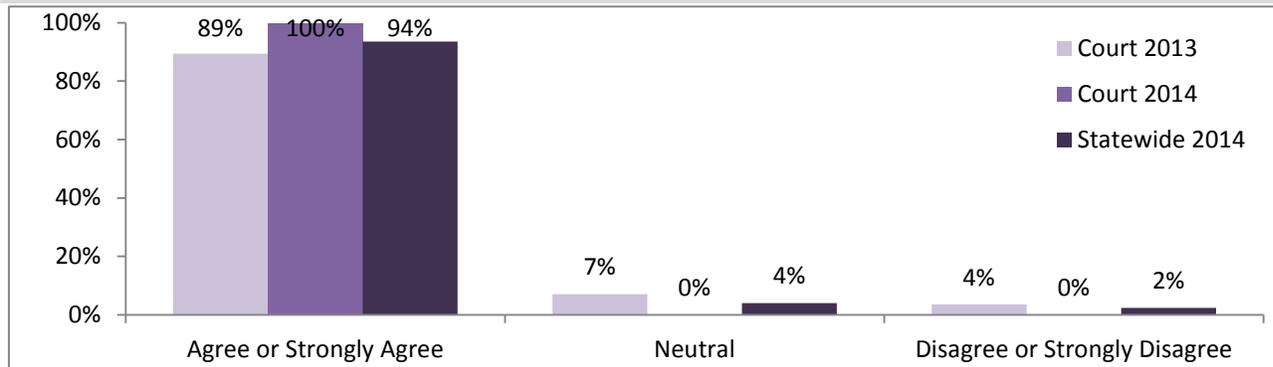
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	52%	33	80%	4,614	61%
4 Agree	29	26%	7	17%	1,901	25%
3 Neutral	14	13%	0	0%	574	8%
2 Disagree	4	4%	0	0%	229	3%
1 Strongly Disagree	6	5%	1	2%	254	3%
Total Responses	110		41		7,572	
Score		4.2		4.7		4.4
NA - Not Applicable	1		0		185	
No Response	4		2		198	



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

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	70	62%	36	86%	5,595	73%
4 Agree	31	27%	6	14%	1,549	20%
3 Neutral	8	7%	0	0%	310	4%
2 Disagree	3	3%	0	0%	87	1%
1 Strongly Disagree	1	1%	0	0%	99	1%
Total Responses	113		42		7,640	
Score		4.5		4.9		4.6
NA - Not Applicable	0		0		64	
No Response	2		1		251	

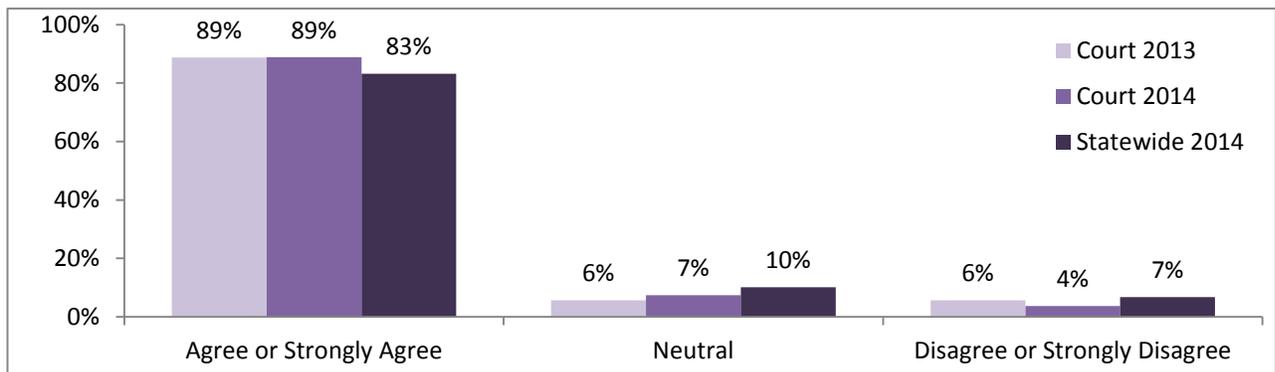


Grosse Pointe Farms Municipal Courts

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

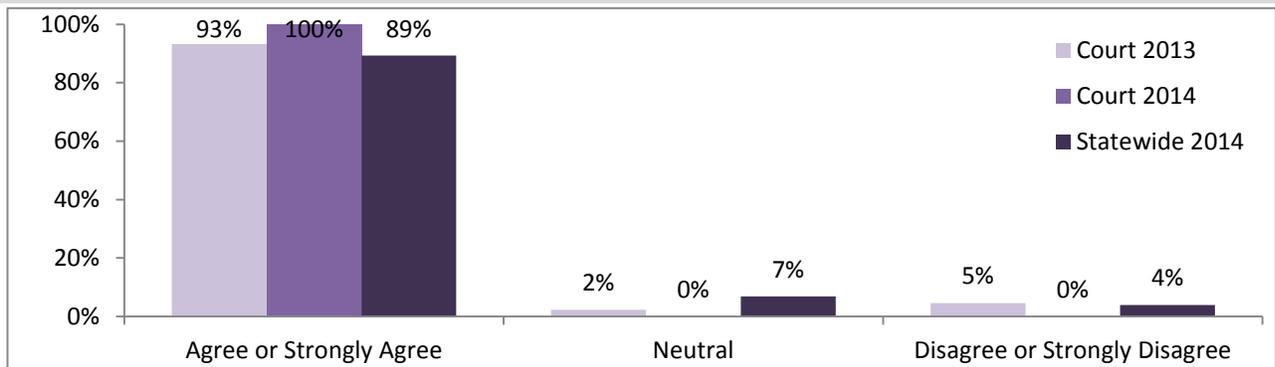
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	53	60%	19	70%	2,915	58%
4 Agree	26	29%	5	19%	1,256	25%
3 Neutral	5	6%	2	7%	508	10%
2 Disagree	2	2%	1	4%	162	3%
1 Strongly Disagree	3	3%	0	0%	174	3%
Total Responses	89		27		5,015	
Score		4.4		4.6		4.3
NA - Not Applicable	5		5		1,060	
No Response	21		11		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	53	60%	18	72%	3,259	67%
4 Agree	29	33%	7	28%	1,109	23%
3 Neutral	2	2%	0	0%	336	7%
2 Disagree	2	2%	0	0%	91	2%
1 Strongly Disagree	2	2%	0	0%	98	2%
Total Responses	88		25		4,893	
Score		4.5		4.7		4.5
NA - Not Applicable	4		5		1,097	
No Response	23		13		1,965	

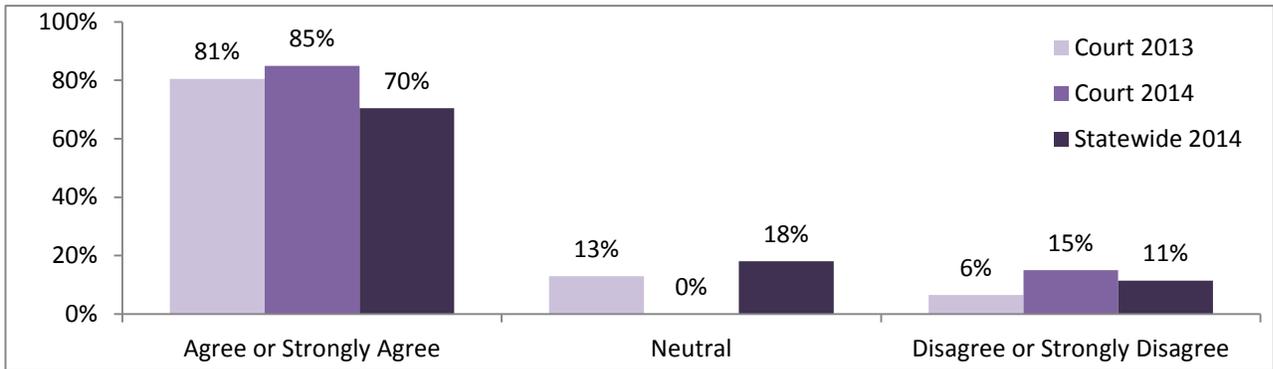


Grosse Pointe Farms Municipal Courts

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

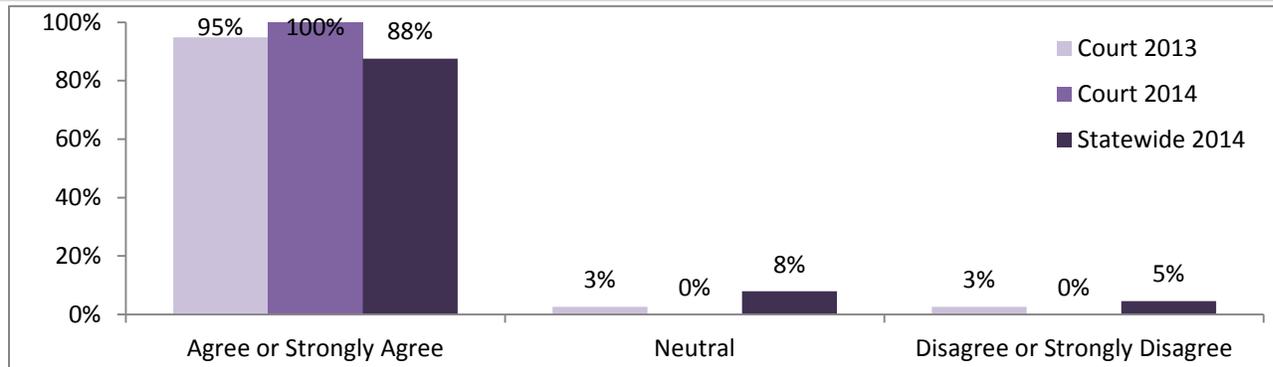
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	44	57%	8	40%	2,048	47%
4 Agree	18	23%	9	45%	999	23%
3 Neutral	10	13%	0	0%	783	18%
2 Disagree	3	4%	3	15%	242	6%
1 Strongly Disagree	2	3%	0	0%	253	6%
Total Responses	77		20		4,325	
Score		4.3		4.1		4.0
NA - Not Applicable	11		5		1,313	
No Response	27		18		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	49	63%	10	50%	2,750	61%
4 Agree	25	32%	10	50%	1,182	26%
3 Neutral	2	3%	0	0%	354	8%
2 Disagree	1	1%	0	0%	81	2%
1 Strongly Disagree	1	1%	0	0%	123	3%
Total Responses	78		20		4,490	
Score		4.5		4.5		4.4
NA - Not Applicable	9		5		1,137	
No Response	28		18		2,328	



Grosse Pointe Farms Municipal 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		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage
Child protective	0	0%	1	0%
Civil matter	4	9%	1,467	19%
Criminal/probation	9	21%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	6	14%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	1	2%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	1	2%	464	6%
PPO	0	0%	0	0%
Small claims	0	0%	171	2%
Traffic/Ticket	23	53%	2,693	35%
Other	6	14%	672	9%
Number of Respondents	43		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage
Party (Plaintiff/Defendant)	29	67%	4,580	62%
Agency Worker	0	0%	164	2%
Attorney/prosecutor	4	9%	903	12%
Family/friend of party to case	4	9%	791	11%
Juror	0	0%	188	3%
Witness	0	0%	196	3%
Other	5	12%	713	10%
Number of Respondents	43		7,402	
No Response	1		553	

Grosse Pointe Farms Municipal Courts

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	31	72%	4,217	54%
Female	11	26%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	0	0%	153	2%
Black/African American	10	23%	1,367	18%
Hispanic/Latino	1	2%	246	3%
White/Caucasian	18	42%	3,004	39%
Other	0	0%	199	3%
Number of Respondents	43		7,785	
No Response	1		170	