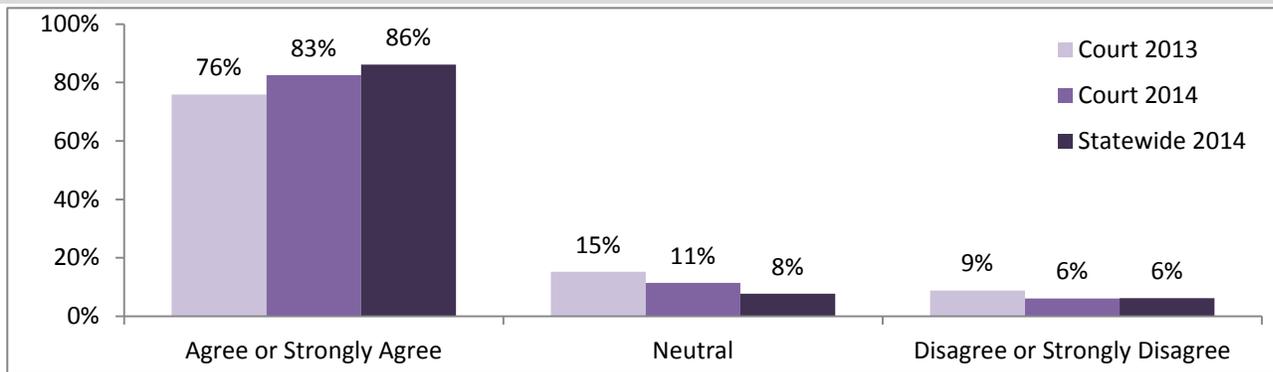


Mecosta and Osceola Trial Courts

Questions 1 and 2 were directed to all respondents.

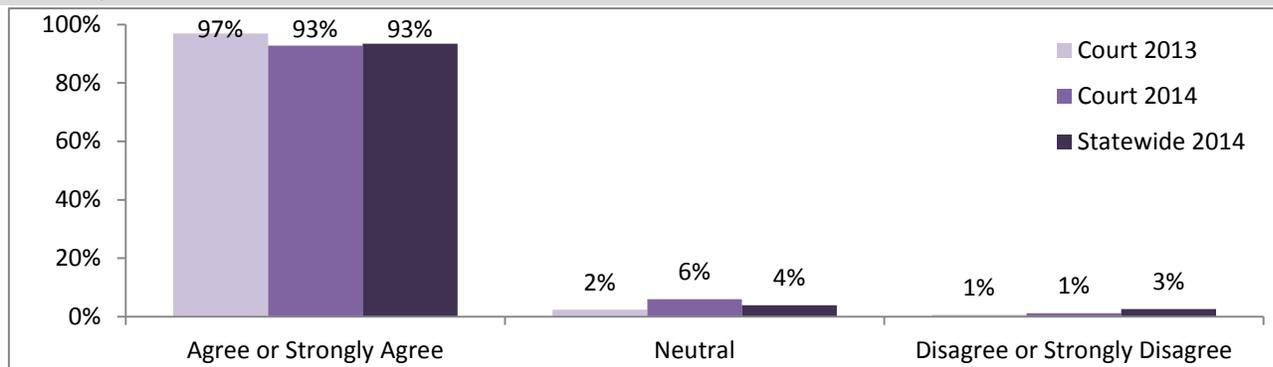
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	75	47%	119	48%	10,542	58%
4 Agree	45	28%	84	34%	5,044	28%
3 Neutral	24	15%	28	11%	1,394	8%
2 Disagree	8	5%	9	4%	563	3%
1 Strongly Disagree	6	4%	6	2%	550	3%
Total Responses	158		246		18,093	
Score		4.1		4.2		4.4
NA - Not Applicable	9		5		496	
No Response	2		7		317	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	110	66%	164	66%	12,932	71%
4 Agree	51	31%	67	27%	4,133	23%
3 Neutral	4	2%	15	6%	719	4%
2 Disagree	0	0%	2	1%	244	1%
1 Strongly Disagree	1	1%	1	0%	238	1%
Total Responses	166		249		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	1		2		185	
No Response	2		7		455	

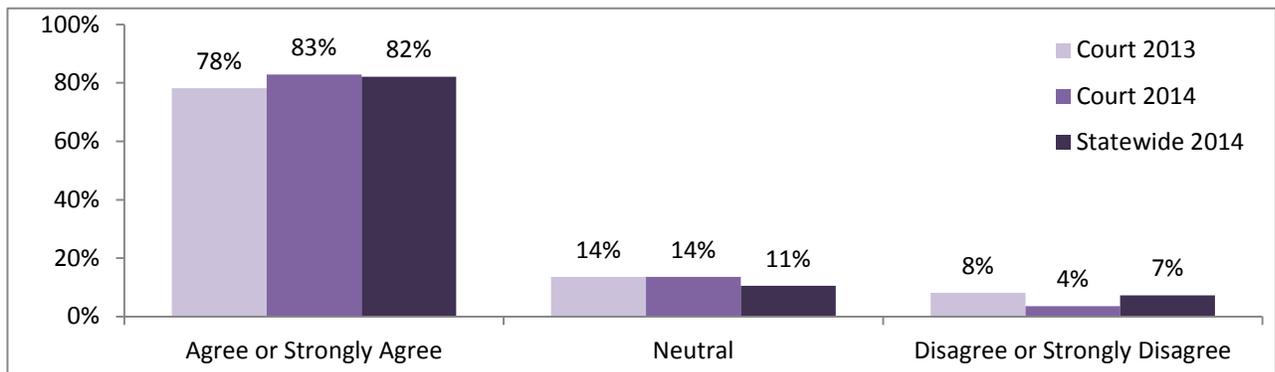


Mecosta and Osceola Trial Courts

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

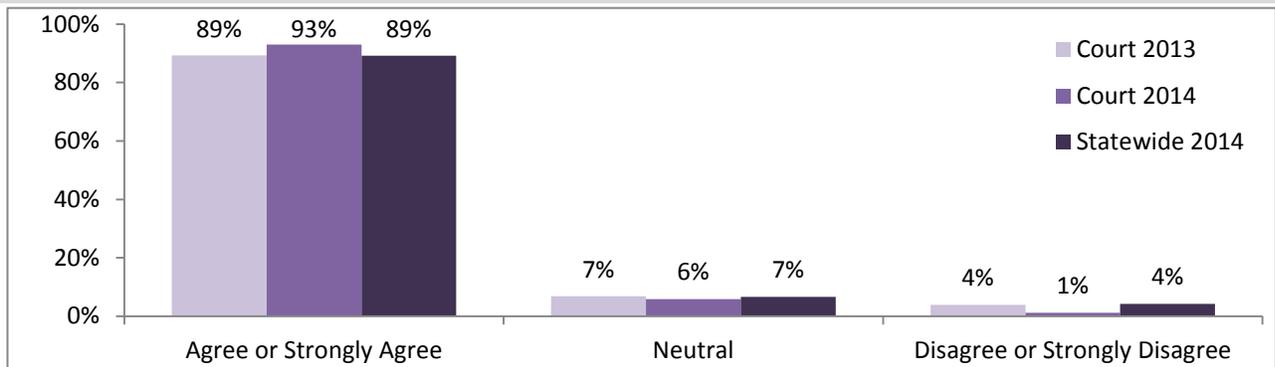
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	53	48%	85	50%	6,476	56%
4 Agree	33	30%	55	33%	3,072	26%
3 Neutral	15	14%	23	14%	1,229	11%
2 Disagree	5	5%	3	2%	387	3%
1 Strongly Disagree	4	4%	3	2%	456	4%
Total Responses	110		169		11,620	
Score		4.1		4.3		4.3
NA - Not Applicable	14		26		2,776	
No Response	45		63		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	58	56%	113	66%	7,452	65%
4 Agree	34	33%	46	27%	2,758	24%
3 Neutral	7	7%	10	6%	762	7%
2 Disagree	4	4%	1	1%	194	2%
1 Strongly Disagree	0	0%	1	1%	286	2%
Total Responses	103		171		11,452	
Score		4.4		4.6		4.5
NA - Not Applicable	12		22		2,751	
No Response	54		65		4,703	

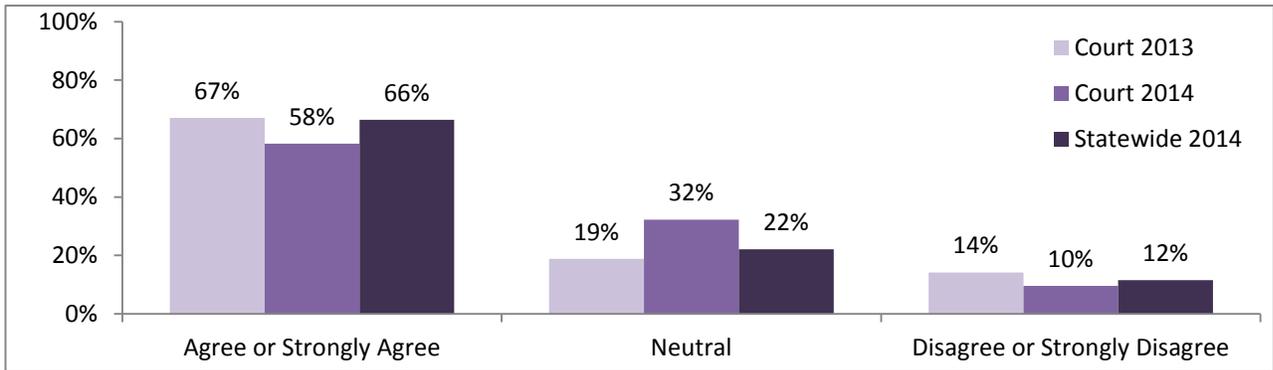


Mecosta and Osceola Trial Courts

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

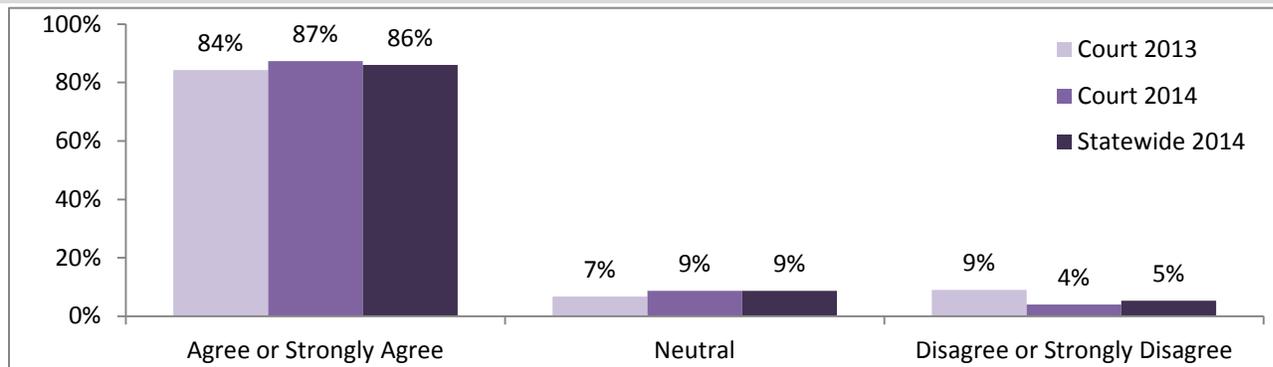
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	36	42%	54	37%	4,056	44%
4 Agree	21	25%	31	21%	2,001	22%
3 Neutral	16	19%	47	32%	2,013	22%
2 Disagree	7	8%	6	4%	485	5%
1 Strongly Disagree	5	6%	8	5%	568	6%
Total Responses	85		146		9,123	
Score		3.9		3.8		3.9
NA - Not Applicable	16		35		3,741	
No Response	68		77		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	41	46%	79	53%	5,653	58%
4 Agree	34	38%	52	35%	2,660	28%
3 Neutral	6	7%	13	9%	839	9%
2 Disagree	7	8%	2	1%	207	2%
1 Strongly Disagree	1	1%	4	3%	307	3%
Total Responses	89		150		9,666	
Score		4.2		4.3		4.4
NA - Not Applicable	11		28		3,197	
No Response	69		80		6,043	



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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	38	15%	1,256	7%
Civil matter	22	9%	2,063	11%
Criminal/probation	60	23%	3,852	21%
Divorce/custody/support	34	13%	2,575	14%
Drug/sobriety court	18	7%	823	5%
Estate/trust	4	2%	601	3%
File papers	3	1%	879	5%
Get information	8	3%	714	4%
Guardianship/conservatorship	14	5%	1,200	7%
Juvenile delinquency	20	8%	592	3%
Make a payment	5	2%	830	5%
PPO	2	1%	358	2%
Small claims	8	3%	352	2%
Traffic/Ticket	18	7%	1,658	9%
Other	27	10%	2,454	13%
Number of Respondents	258		18,198	
No Response	6		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	138	53%	8,416	47%
Agency Worker	25	10%	944	5%
Attorney/prosecutor	33	13%	2,875	16%
Family/friend of party to case	33	13%	2,880	16%
Juror	0	0%	531	3%
Witness	1	0%	340	2%
Other	24	9%	2,406	13%
Number of Respondents	258		17,914	
No Response	12		992	

Mecosta and Osceola Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	134	52%	9,116	49%
Female	109	42%	8,643	47%
American Indian / Alaska Nat.	7	3%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	5	2%	224	1%
Black/African American	5	2%	1,556	8%
Hispanic/Latino	3	1%	548	3%
White/Caucasian	165	64%	9,568	52%
Other	5	2%	288	2%
Number of Respondents	258		18,501	
No Response	3		405	