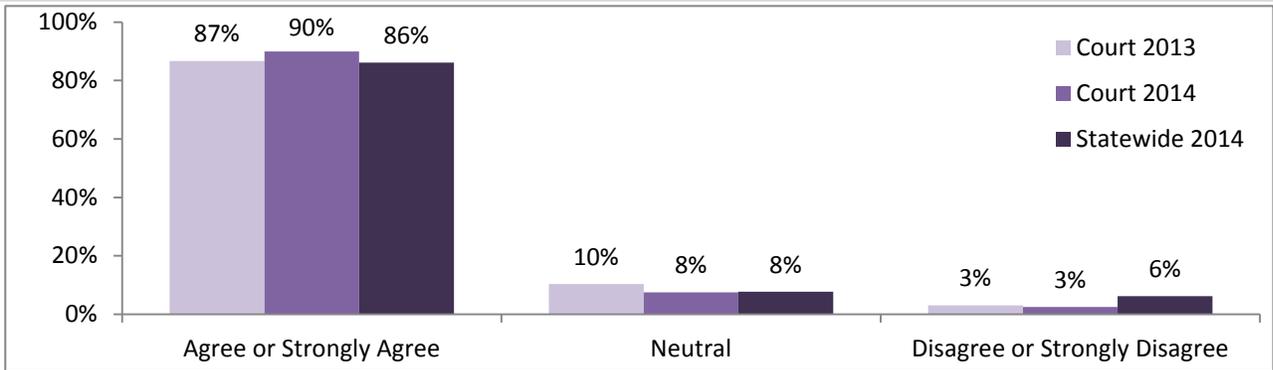


Missaukee and Wexford Trial Courts

Questions 1 and 2 were directed to all respondents.

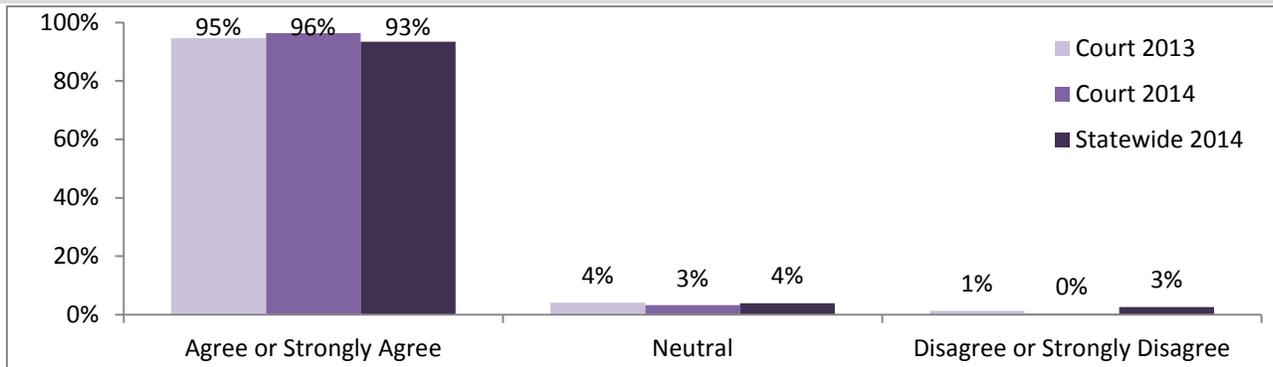
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	158	52%	180	64%	10,542	58%
4 Agree	103	34%	72	26%	5,044	28%
3 Neutral	31	10%	21	8%	1,394	8%
2 Disagree	6	2%	6	2%	563	3%
1 Strongly Disagree	3	1%	1	0%	550	3%
Total Responses	301		280		18,093	
Score		4.4		4.5		4.4
NA - Not Applicable	7		0		496	
No Response	22		9		317	



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

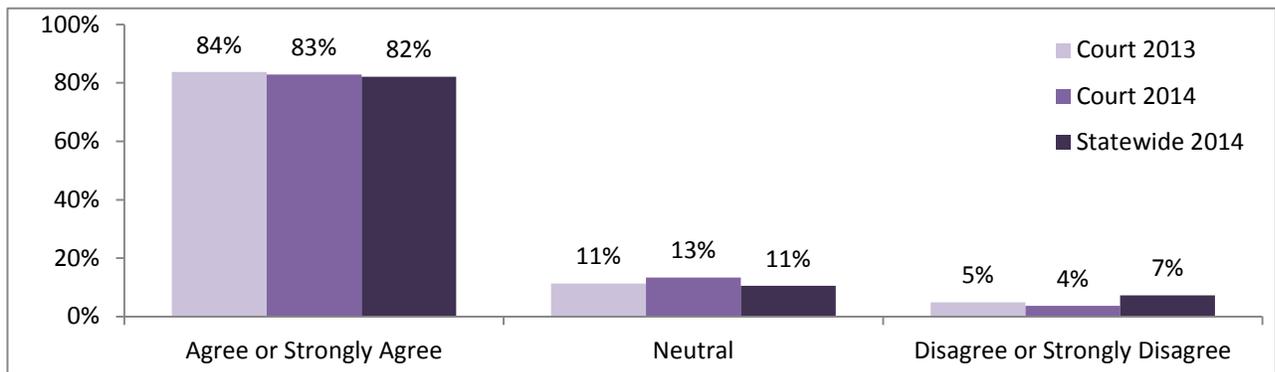
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	222	70%	214	76%	12,932	71%
4 Agree	79	25%	57	20%	4,133	23%
3 Neutral	13	4%	9	3%	719	4%
2 Disagree	3	1%	1	0%	244	1%
1 Strongly Disagree	1	0%	0	0%	238	1%
Total Responses	318		281		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	4		0		185	
No Response	8		8		455	



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

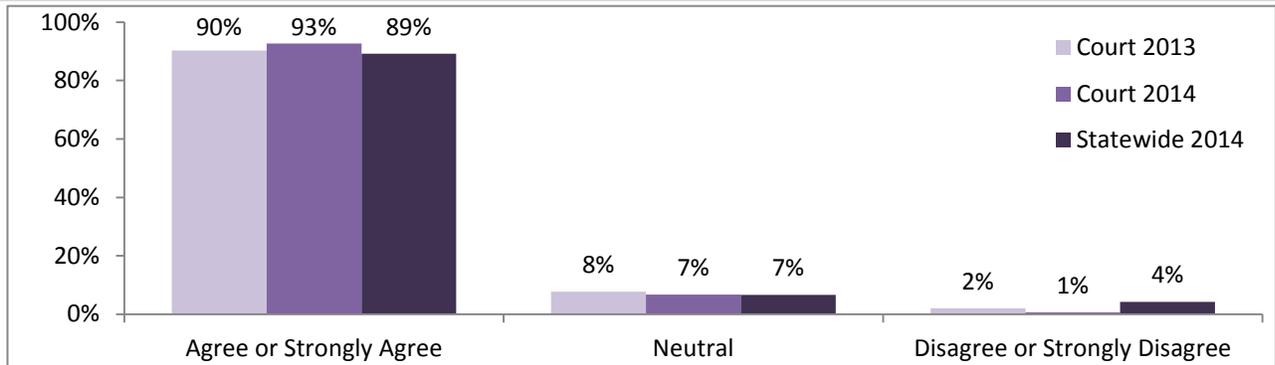
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	108	53%	101	62%	6,476	56%
4 Agree	62	31%	35	21%	3,072	26%
3 Neutral	23	11%	22	13%	1,229	11%
2 Disagree	5	2%	5	3%	387	3%
1 Strongly Disagree	5	2%	1	1%	456	4%
Total Responses	203		164		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	33		40		2,776	
No Response	94		85		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	117	60%	118	72%	7,452	65%
4 Agree	59	30%	34	21%	2,758	24%
3 Neutral	15	8%	11	7%	762	7%
2 Disagree	3	2%	0	0%	194	2%
1 Strongly Disagree	1	1%	1	1%	286	2%
Total Responses	195		164		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	34		38		2,751	
No Response	101		87		4,703	

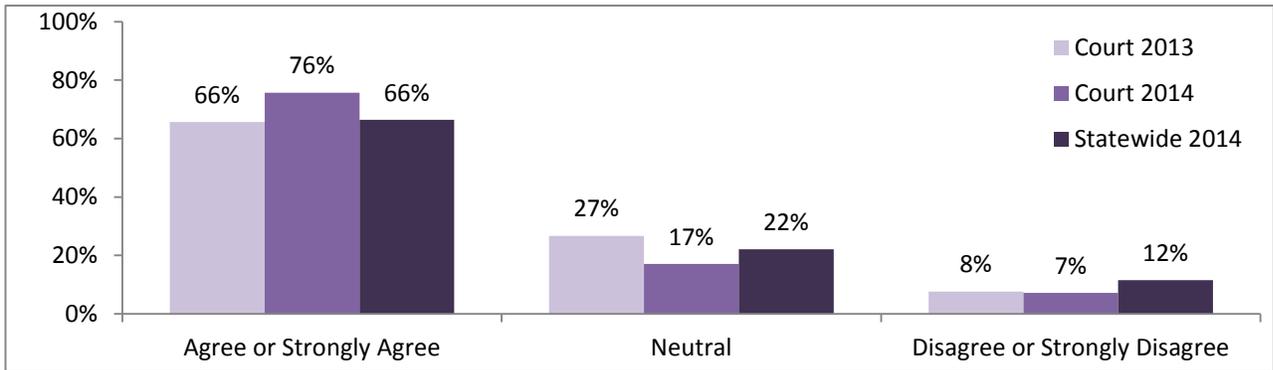


Missaukee and Wexford Trial Courts

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

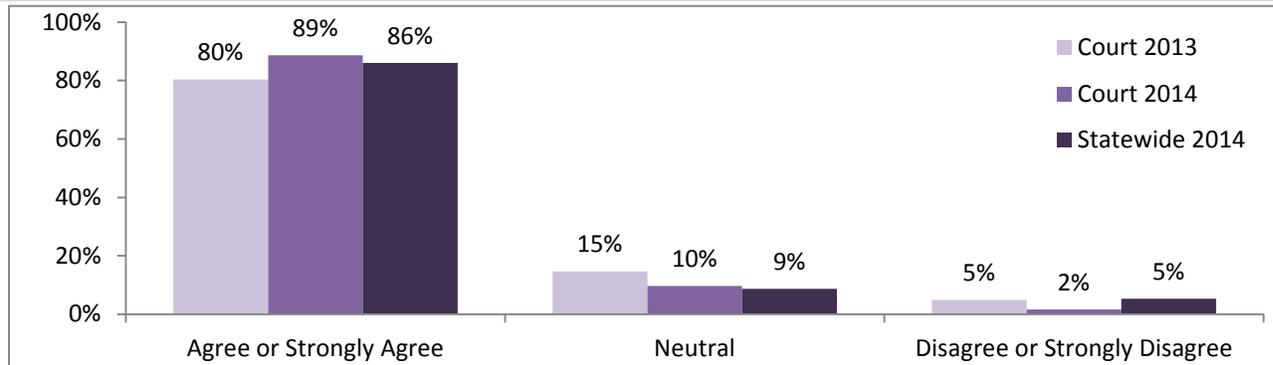
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	58	44%	56	50%	4,056	44%
4 Agree	28	21%	28	25%	2,001	22%
3 Neutral	35	27%	19	17%	2,013	22%
2 Disagree	4	3%	3	3%	485	5%
1 Strongly Disagree	6	5%	5	5%	568	6%
Total Responses	131		111		9,123	
Score		4.0		4.1		3.9
NA - Not Applicable	67		60		3,741	
No Response	132		118		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	76	53%	82	66%	5,653	58%
4 Agree	39	27%	28	23%	2,660	28%
3 Neutral	21	15%	12	10%	839	9%
2 Disagree	4	3%	1	1%	207	2%
1 Strongly Disagree	3	2%	1	1%	307	3%
Total Responses	143		124		9,666	
Score		4.3		4.5		4.4
NA - Not Applicable	55		50		3,197	
No Response	132		115		6,043	



Missaukee and Wexford Trial 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		County Courts Statewide 2014	
Child protective	29	10%	1,256	7%
Civil matter	46	16%	2,063	11%
Criminal/probation	41	14%	3,852	21%
Divorce/custody/support	48	17%	2,575	14%
Drug/sobriety court	4	1%	823	5%
Estate/trust	1	0%	601	3%
File papers	27	9%	879	5%
Get information	12	4%	714	4%
Guardianship/conservatorship	25	9%	1,200	7%
Juvenile delinquency	12	4%	592	3%
Make a payment	11	4%	830	5%
PPO	1	0%	358	2%
Small claims	4	1%	352	2%
Traffic/Ticket	17	6%	1,658	9%
Other	38	13%	2,454	13%
Number of Respondents	289		18,198	
No Response	12		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	119	41%	8,416	47%
Agency Worker	22	8%	944	5%
Attorney/prosecutor	40	14%	2,875	16%
Family/friend of party to case	38	13%	2,880	16%
Juror	17	6%	531	3%
Witness	5	2%	340	2%
Other	44	15%	2,406	13%
Number of Respondents	289		17,914	
No Response	15		992	

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

	Court 2014		County Courts Statewide 2014	
Male	141	49%	9,116	49%
Female	134	46%	8,643	47%
American Indian / Alaska Nat.	2	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	3	1%	1,556	8%
Hispanic/Latino	5	2%	548	3%
White/Caucasian	162	56%	9,568	52%
Other	5	2%	288	2%
Number of Respondents	289		18,501	
No Response	7		405	