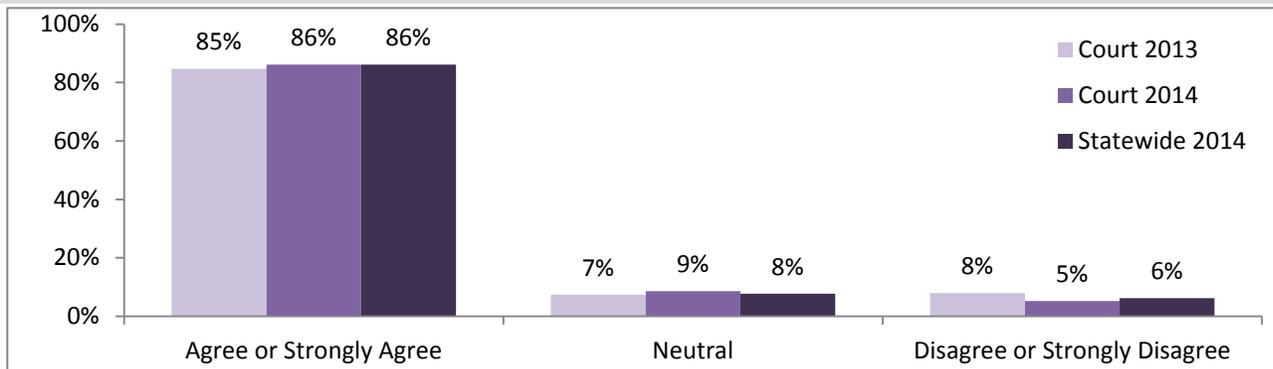


## Newyago and Oceana Trial Courts

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

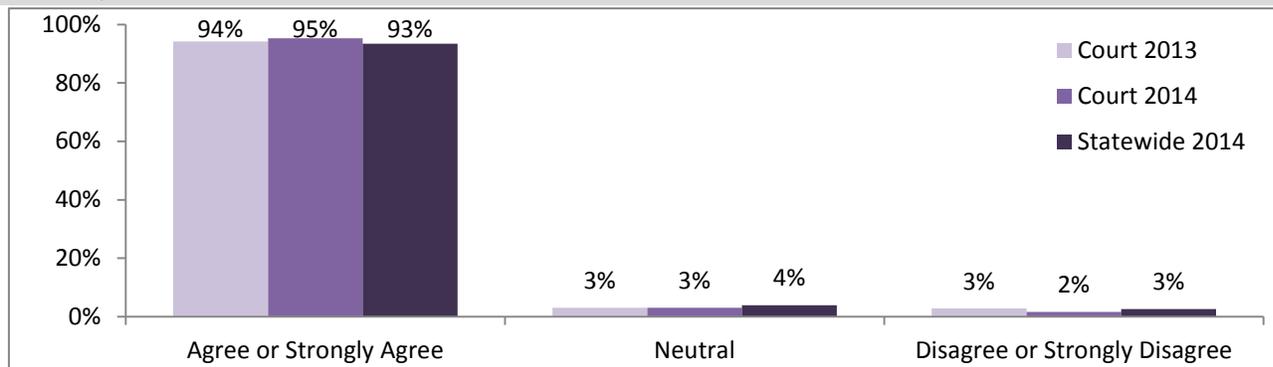
#### 1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	223	59%	212	59%	10,542	58%
4 Agree	98	26%	99	27%	5,044	28%
3 Neutral	28	7%	31	9%	1,394	8%
2 Disagree	13	3%	9	2%	563	3%
1 Strongly Disagree	17	4%	10	3%	550	3%
Total Responses	379		361		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	8		6		496	
No Response	10		2		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	281	71%	259	72%	12,932	71%
4 Agree	91	23%	84	23%	4,133	23%
3 Neutral	12	3%	11	3%	719	4%
2 Disagree	7	2%	5	1%	244	1%
1 Strongly Disagree	4	1%	1	0%	238	1%
Total Responses	395		360		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	1		3		185	
No Response	1		6		455	

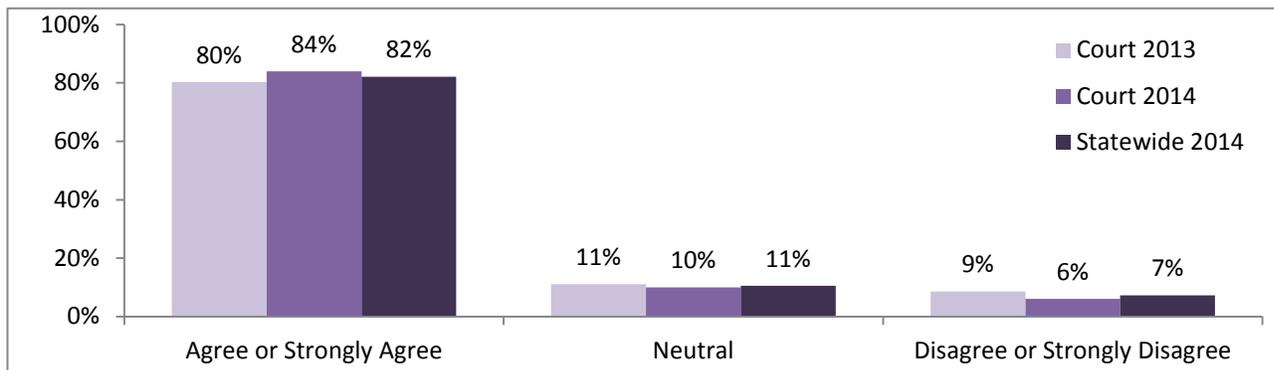


## Newwaygo and Oceana Trial Courts

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

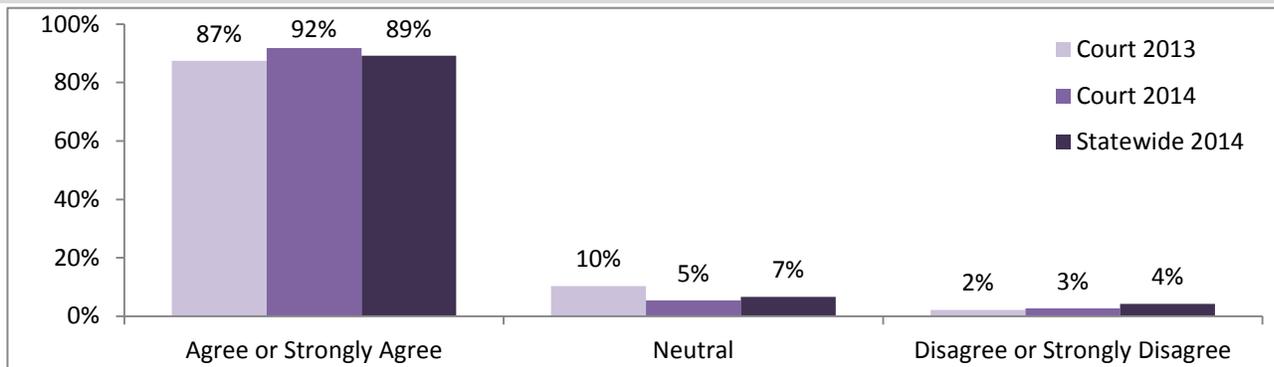
### 3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	149	54%	131	57%	6,476	56%
4 Agree	74	27%	63	27%	3,072	26%
3 Neutral	31	11%	23	10%	1,229	11%
2 Disagree	8	3%	8	3%	387	3%
1 Strongly Disagree	16	6%	6	3%	456	4%
Total Responses	278		231		11,620	
Score		4.2		4.3		4.3
NA - Not Applicable	37		52		2,776	
No Response	82		86		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	165	61%	154	70%	7,452	65%
4 Agree	72	27%	49	22%	2,758	24%
3 Neutral	28	10%	12	5%	762	7%
2 Disagree	6	2%	4	2%	194	2%
1 Strongly Disagree	0	0%	2	1%	286	2%
Total Responses	271		221		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	40		54		2,751	
No Response	86		94		4,703	

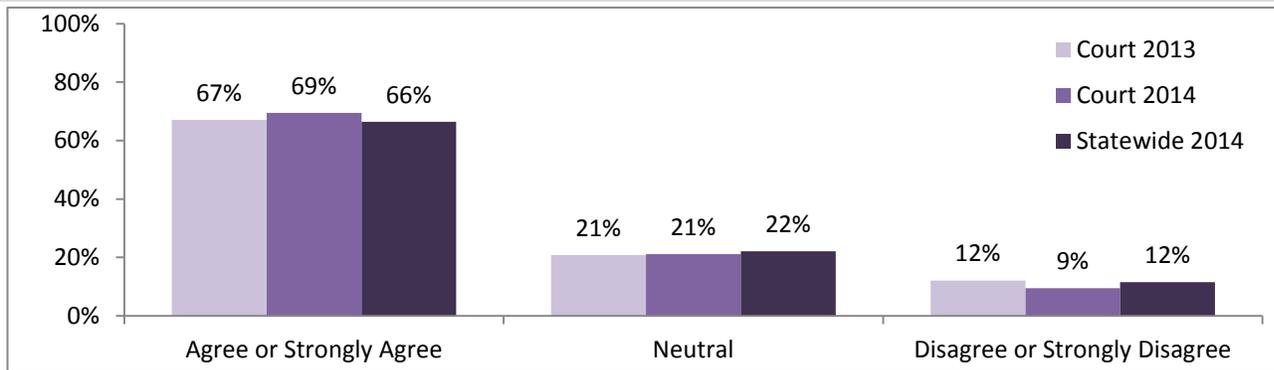


## Newaygo and Oceana Trial Courts

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

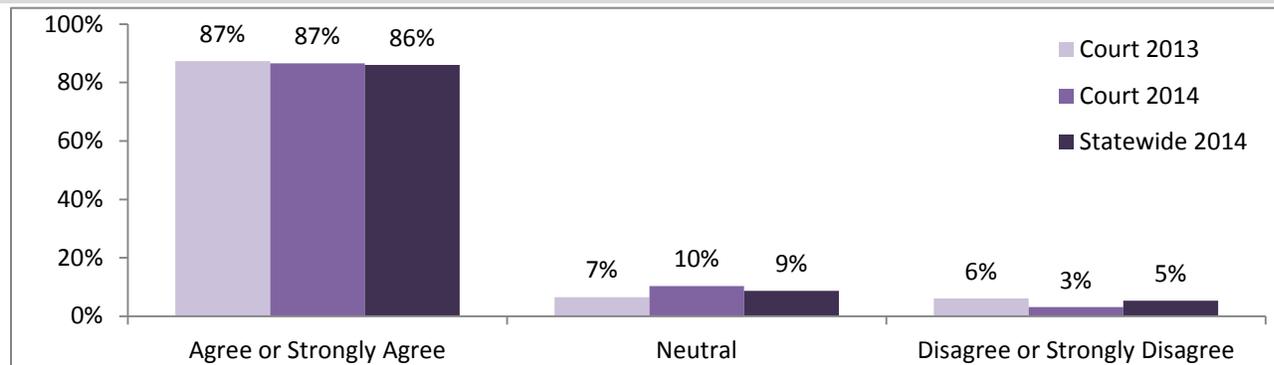
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	99	46%	86	48%	4,056	44%
4 Agree	46	21%	39	22%	2,001	22%
3 Neutral	45	21%	38	21%	2,013	22%
2 Disagree	12	6%	7	4%	485	5%
1 Strongly Disagree	14	6%	10	6%	568	6%
Total Responses	216		180		9,123	
Score		3.9		4.0		3.9
NA - Not Applicable	68		73		3,741	
No Response	113		116		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	132	57%	115	59%	5,653	58%
4 Agree	69	30%	53	27%	2,660	28%
3 Neutral	15	7%	20	10%	839	9%
2 Disagree	7	3%	4	2%	207	2%
1 Strongly Disagree	7	3%	2	1%	307	3%
Total Responses	230		194		9,666	
Score		4.4		4.4		4.4
NA - Not Applicable	53		56		3,197	
No Response	114		119		6,043	



## Newaygo and Oceana 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	28	8%	1,256	7%
Civil matter	42	11%	2,063	11%
Criminal/probation	52	14%	3,852	21%
Divorce/custody/support	59	16%	2,575	14%
Drug/sobriety court	15	4%	823	5%
Estate/trust	8	2%	601	3%
File papers	21	6%	879	5%
Get information	11	3%	714	4%
Guardianship/conservatorship	22	6%	1,200	7%
Juvenile delinquency	8	2%	592	3%
Make a payment	15	4%	830	5%
PPO	9	2%	358	2%
Small claims	7	2%	352	2%
Traffic/Ticket	49	13%	1,658	9%
Other	61	17%	2,454	13%
Number of Respondents	369		18,198	
No Response	13		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	176	48%	8,416	47%
Agency Worker	22	6%	944	5%
Attorney/prosecutor	43	12%	2,875	16%
Family/friend of party to case	58	16%	2,880	16%
Juror	1	0%	531	3%
Witness	9	2%	340	2%
Other	53	14%	2,406	13%
Number of Respondents	369		17,914	
No Response	17		992	

## Newwaygo and Oceana Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	178	48%	9,116	49%
Female	176	48%	8,643	47%
American Indian / Alaska Nat.	9	2%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	1	0%	1,556	8%
Hispanic/Latino	26	7%	548	3%
White/Caucasian	216	59%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	369		18,501	
No Response	7		405	