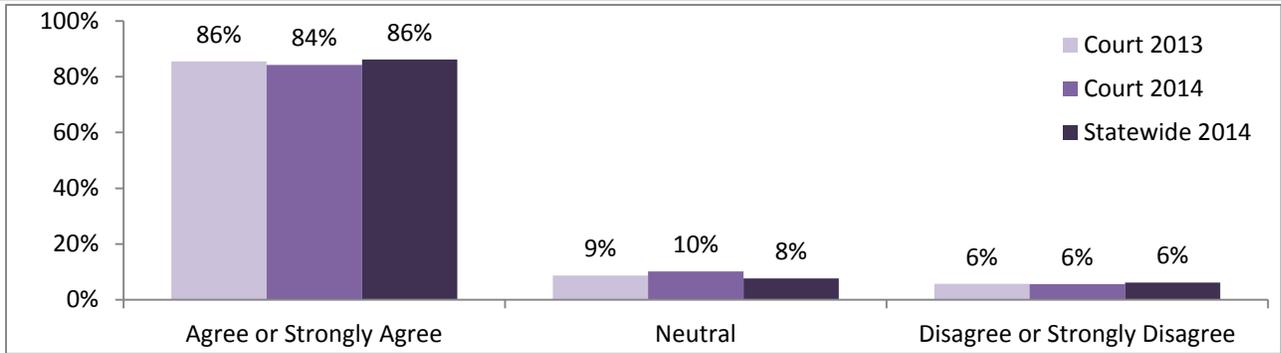


**Questions 1 and 2 were directed to all respondents.**

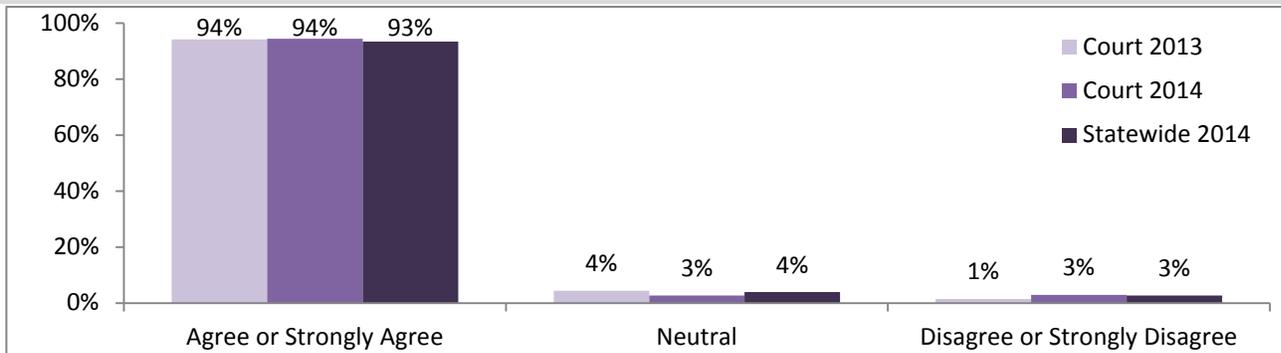
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	194	58%	269	56%	10,542	58%
4 Agree	90	27%	138	29%	5,044	28%
3 Neutral	29	9%	49	10%	1,394	8%
2 Disagree	12	4%	14	3%	563	3%
1 Strongly Disagree	7	2%	13	3%	550	3%
Total Responses	332		483		18,093	
Score		4.4		4.3		4.4
NA - Not Applicable	6		9		496	
No Response	7		11		317	



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

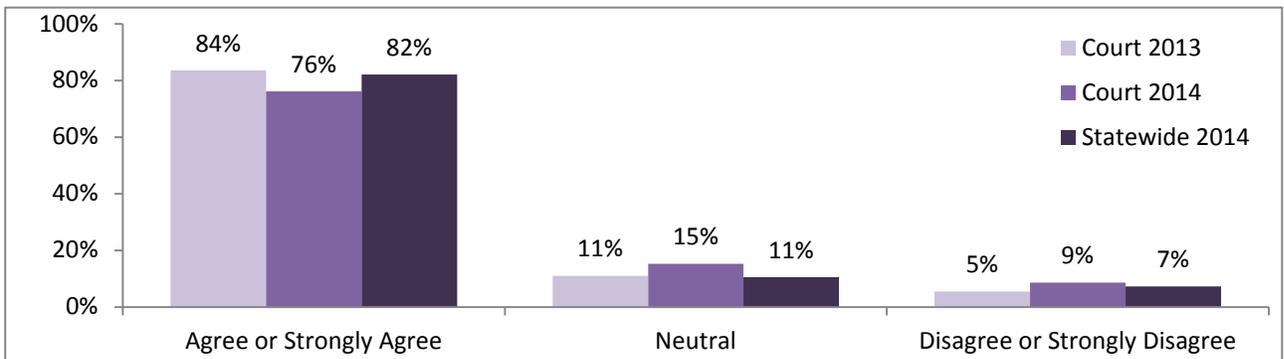
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	236	69%	338	70%	12,932	71%
4 Agree	85	25%	120	25%	4,133	23%
3 Neutral	15	4%	13	3%	719	4%
2 Disagree	1	0%	6	1%	244	1%
1 Strongly Disagree	4	1%	8	2%	238	1%
Total Responses	341		485		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	1		4		185	
No Response	3		14		455	



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

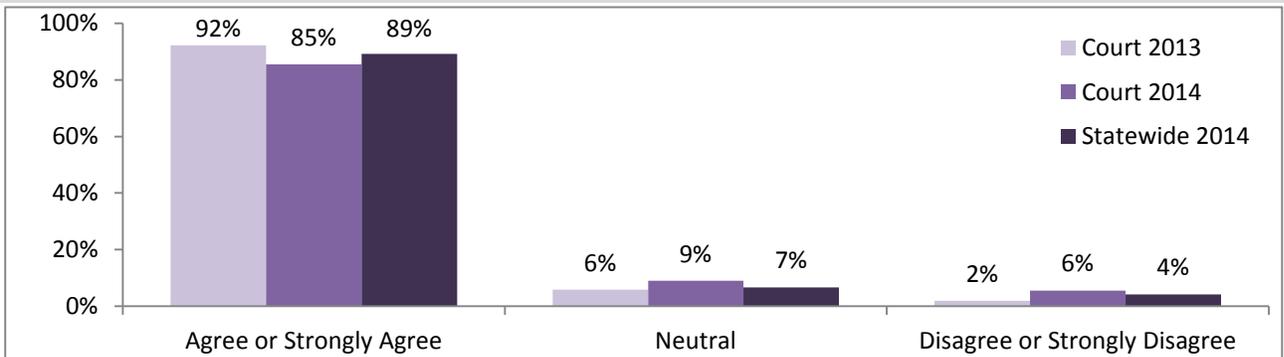
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	114	52%	165	49%	6,476	56%
4 Agree	69	32%	90	27%	3,072	26%
3 Neutral	24	11%	51	15%	1,229	11%
2 Disagree	10	5%	17	5%	387	3%
1 Strongly Disagree	2	1%	12	4%	456	4%
Total Responses	219		335		11,620	
Score		4.3		4.1		4.3
NA - Not Applicable	33		58		2,776	
No Response	93		110		4,510	



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

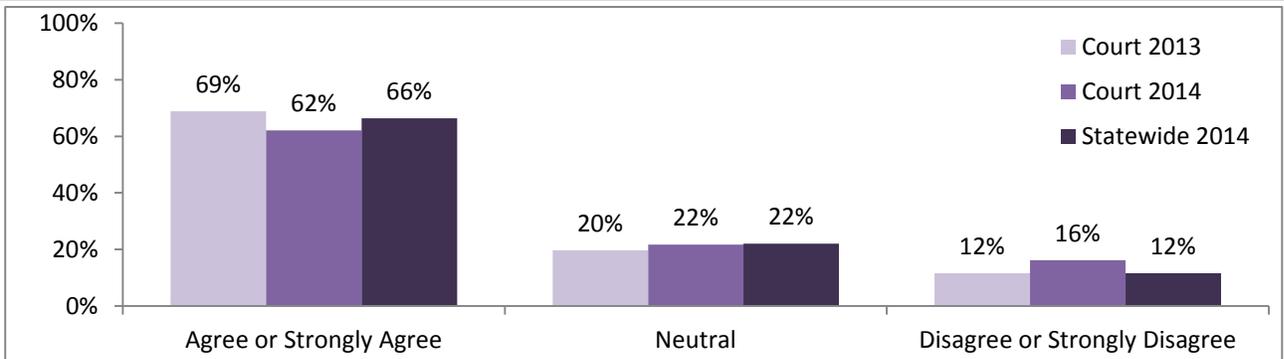
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	132	64%	184	57%	7,452	65%
4 Agree	58	28%	92	28%	2,758	24%
3 Neutral	12	6%	29	9%	762	7%
2 Disagree	3	1%	10	3%	194	2%
1 Strongly Disagree	1	0%	8	2%	286	2%
Total Responses	206		323		11,452	
Score		4.5		4.3		4.5
NA - Not Applicable	38		68		2,751	
No Response	101		112		4,703	



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

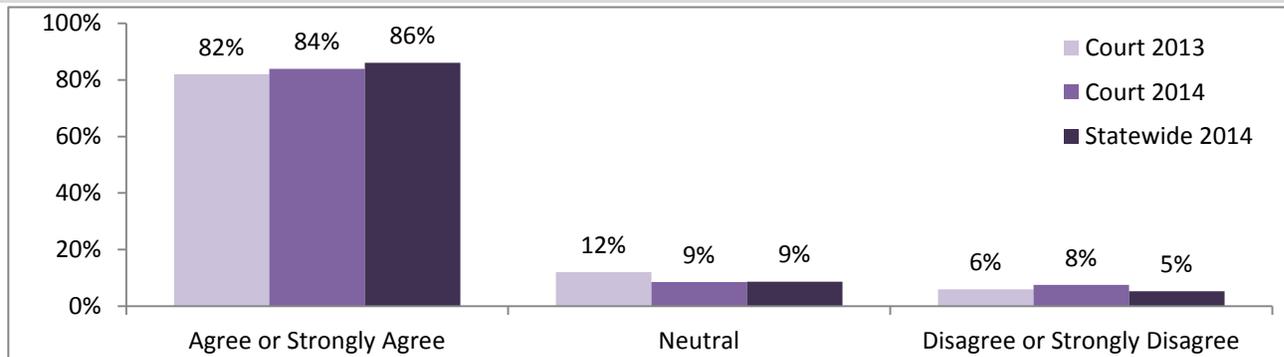
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	73	42%	104	38%	4,056	44%
4 Agree	46	27%	65	24%	2,001	22%
3 Neutral	34	20%	59	22%	2,013	22%
2 Disagree	14	8%	24	9%	485	5%
1 Strongly Disagree	6	3%	20	7%	568	6%
Total Responses	173		272		9,123	
Score		4.0		3.8		3.9
NA - Not Applicable	58		80		3,741	
No Response	114		151		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	101	55%	147	53%	5,653	58%
4 Agree	49	27%	87	31%	2,660	28%
3 Neutral	22	12%	24	9%	839	9%
2 Disagree	8	4%	12	4%	207	2%
1 Strongly Disagree	3	2%	9	3%	307	3%
Total Responses	183		279		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	49		77		3,197	
No Response	113		147		6,043	



**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	11	2%	1,256	7%
Civil matter	73	15%	2,063	11%
Criminal/probation	144	29%	3,852	21%
Divorce/custody/support	39	8%	2,575	14%
Drug/sobriety court	35	7%	823	5%
Estate/trust	6	1%	601	3%
File papers	13	3%	879	5%
Get information	13	3%	714	4%
Guardianship/conservatorship	12	2%	1,200	7%
Juvenile delinquency	19	4%	592	3%
Make a payment	14	3%	830	5%
PPO	0	0%	358	2%
Small claims	16	3%	352	2%
Traffic/Ticket	78	16%	1,658	9%
Other	58	12%	2,454	13%
Number of Respondents	503		18,198	
No Response	15		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	276	55%	8,416	47%
Agency Worker	5	1%	944	5%
Attorney/prosecutor	67	13%	2,875	16%
Family/friend of party to case	79	16%	2,880	16%
Juror	1	0%	531	3%
Witness	11	2%	340	2%
Other	45	9%	2,406	13%
Number of Respondents	503		17,914	
No Response	27		992	

Ottawa County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	243	48%	9,116	49%
Female	207	41%	8,643	47%
American Indian / Alaska Nat.	9	2%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	8	2%	224	1%
Black/African American	28	6%	1,556	8%
Hispanic/Latino	57	11%	548	3%
White/Caucasian	255	51%	9,568	52%
Other	5	1%	288	2%
Number of Respondents	503		18,501	
No Response	6		405	