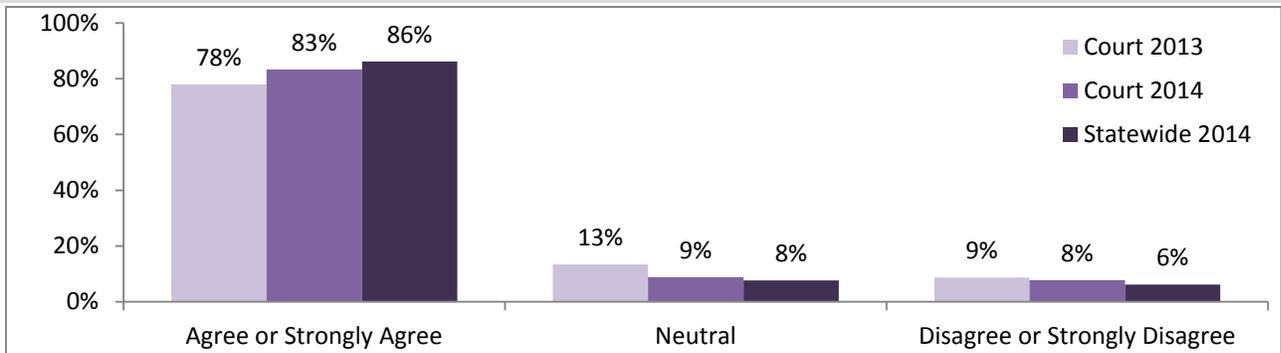


**Questions 1 and 2 were directed to all respondents.**

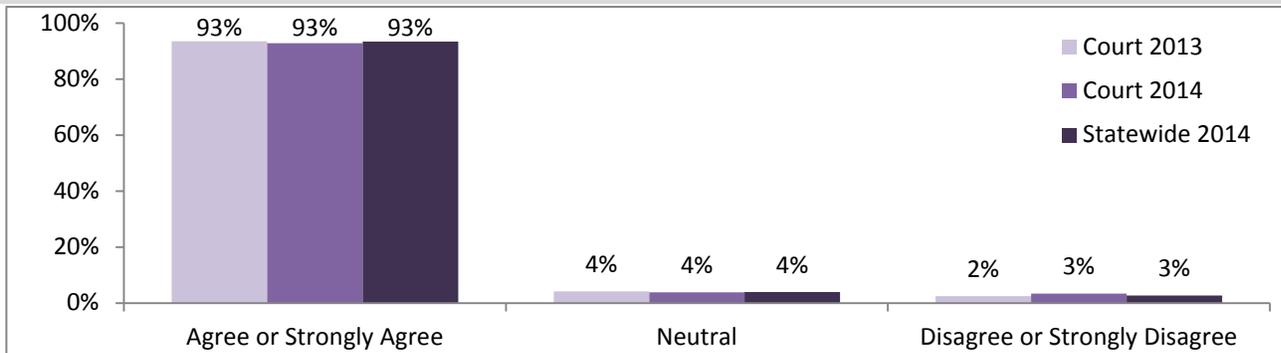
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	128	46%	127	62%	10,542	58%
4 Agree	88	32%	43	21%	5,044	28%
3 Neutral	37	13%	18	9%	1,394	8%
2 Disagree	13	5%	4	2%	563	3%
1 Strongly Disagree	11	4%	12	6%	550	3%
Total Responses	277		204		18,093	
Score	4.1		4.3		4.4	
NA - Not Applicable	8		9		496	
No Response	12		2		317	



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

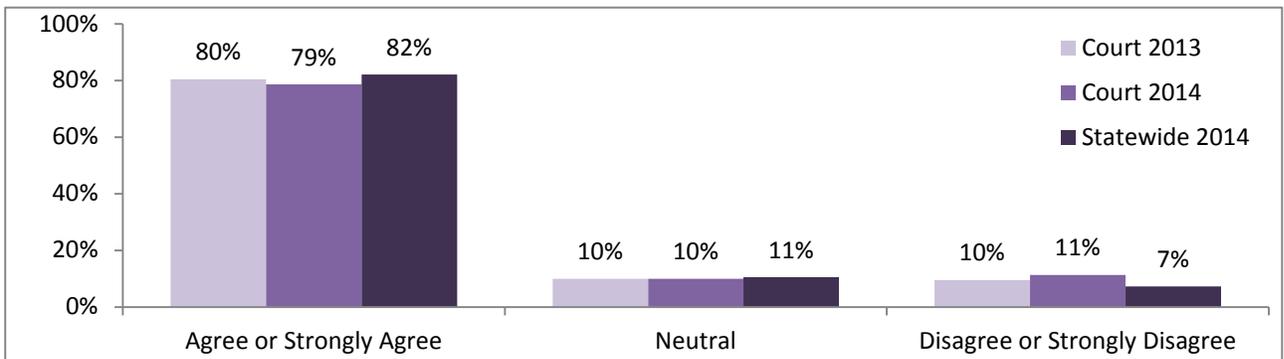
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	192	66%	148	71%	12,932	71%
4 Agree	80	27%	45	22%	4,133	23%
3 Neutral	12	4%	8	4%	719	4%
2 Disagree	3	1%	2	1%	244	1%
1 Strongly Disagree	4	1%	5	2%	238	1%
Total Responses	291		208		18,266	
Score	4.6		4.6		4.6	
NA - Not Applicable	2		4		185	
No Response	4		3		455	



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

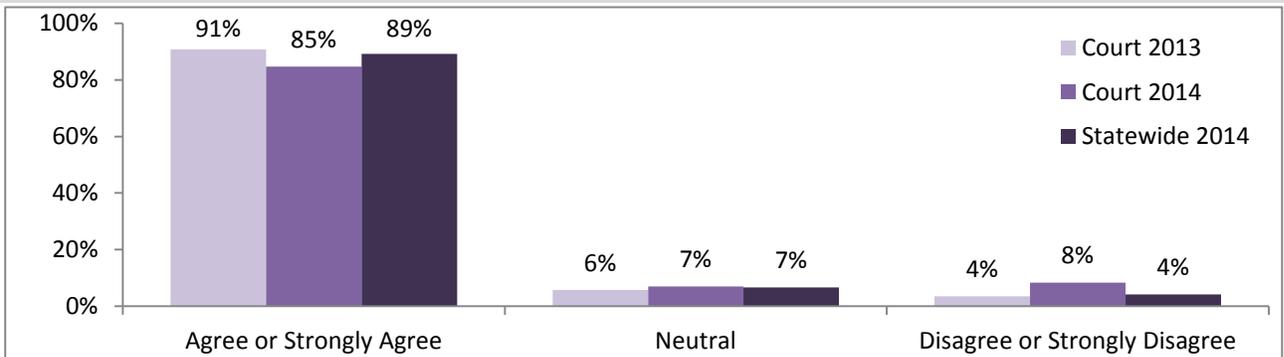
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	116	50%	83	55%	6,476	56%
4 Agree	69	30%	35	23%	3,072	26%
3 Neutral	23	10%	15	10%	1,229	11%
2 Disagree	13	6%	4	3%	387	3%
1 Strongly Disagree	9	4%	13	9%	456	4%
Total Responses	230		150		11,620	
Score		4.2		4.1		4.3
NA - Not Applicable	19		27		2,776	
No Response	48		38		4,510	



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

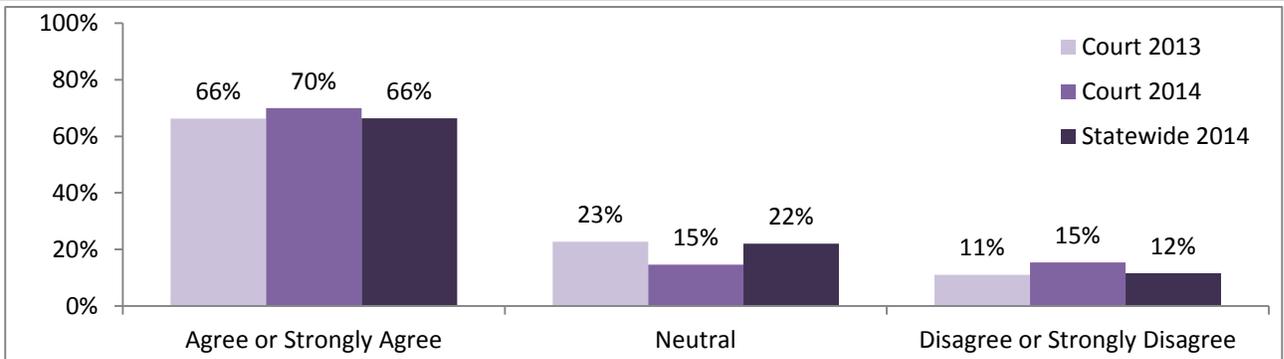
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	129	57%	90	63%	7,452	65%
4 Agree	77	34%	32	22%	2,758	24%
3 Neutral	13	6%	10	7%	762	7%
2 Disagree	3	1%	2	1%	194	2%
1 Strongly Disagree	5	2%	10	7%	286	2%
Total Responses	227		144		11,452	
Score		4.4		4.3		4.5
NA - Not Applicable	18		28		2,751	
No Response	52		43		4,703	



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

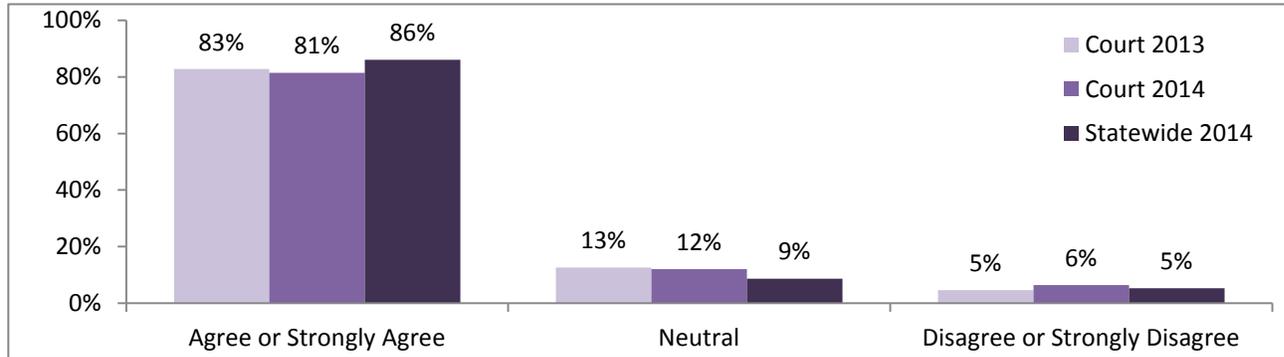
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	67	44%	63	51%	4,056	44%
4 Agree	35	23%	23	19%	2,001	22%
3 Neutral	35	23%	18	15%	2,013	22%
2 Disagree	9	6%	8	7%	485	5%
1 Strongly Disagree	8	5%	11	9%	568	6%
Total Responses	154		123		9,123	
Score		3.9		4.0		3.9
NA - Not Applicable	52		31		3,741	
No Response	91		61		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	88	51%	75	60%	5,653	58%
4 Agree	56	32%	26	21%	2,660	28%
3 Neutral	22	13%	15	12%	839	9%
2 Disagree	5	3%	4	3%	207	2%
1 Strongly Disagree	3	2%	4	3%	307	3%
Total Responses	174		124		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	35		32		3,197	
No Response	88		59		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	2	1%	1,256	7%
Civil matter	29	13%	2,063	11%
Criminal/probation	45	21%	3,852	21%
Divorce/custody/support	7	3%	2,575	14%
Drug/sobriety court	6	3%	823	5%
Estate/trust	29	13%	601	3%
File papers	13	6%	879	5%
Get information	7	3%	714	4%
Guardianship/conservatorship	37	17%	1,200	7%
Juvenile delinquency	0	0%	592	3%
Make a payment	4	2%	830	5%
PPO	0	0%	358	2%
Small claims	7	3%	352	2%
Traffic/Ticket	19	9%	1,658	9%
Other	19	9%	2,454	13%
Number of Respondents	215		18,198	
No Response	11		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	82	38%	8,416	47%
Agency Worker	6	3%	944	5%
Attorney/prosecutor	36	17%	2,875	16%
Family/friend of party to case	44	20%	2,880	16%
Juror	2	1%	531	3%
Witness	3	1%	340	2%
Other	28	13%	2,406	13%
Number of Respondents	215		17,914	
No Response	16		992	

Saginaw County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	94	44%	9,116	49%
Female	96	45%	8,643	47%
American Indian / Alaska Nat.	1	0%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	50	23%	1,556	8%
Hispanic/Latino	5	2%	548	3%
White/Caucasian	85	40%	9,568	52%
Other	4	2%	288	2%
Number of Respondents	215		18,501	
No Response	5		405	