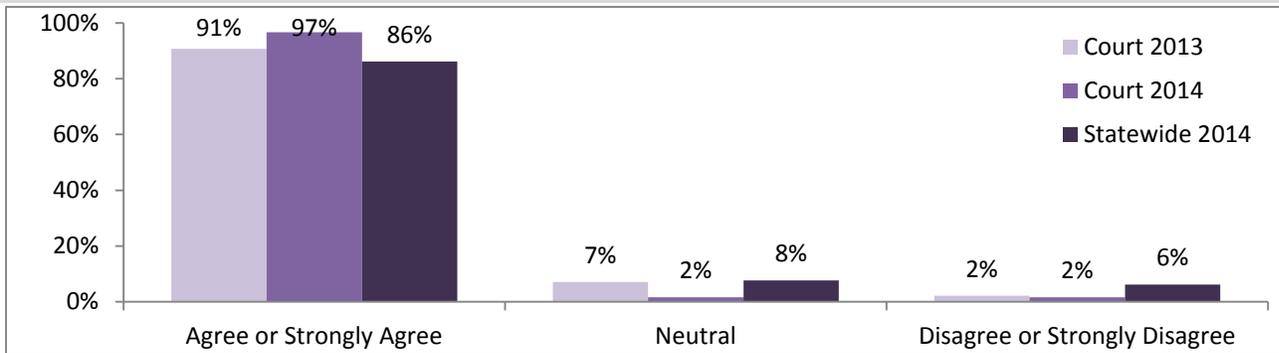


**Questions 1 and 2 were directed to all respondents.**

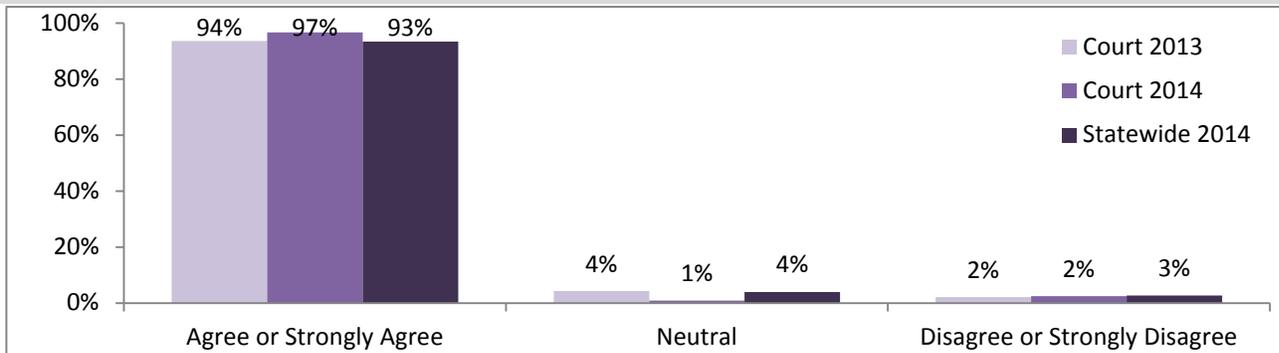
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	127	69%	166	69%	10,542	58%
4 Agree	40	22%	65	27%	5,044	28%
3 Neutral	13	7%	4	2%	1,394	8%
2 Disagree	1	1%	1	0%	563	3%
1 Strongly Disagree	3	2%	3	1%	550	3%
Total Responses	184		239		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	2		3		496	
No Response	3		6		317	



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

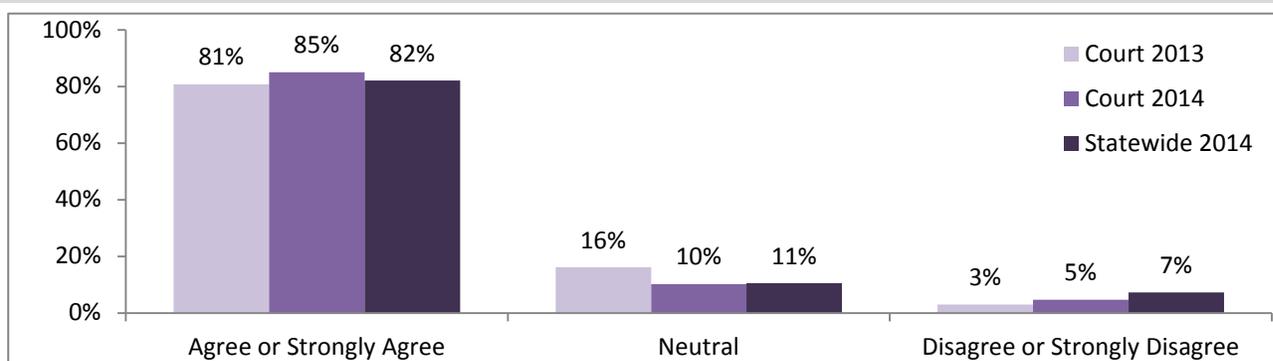
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	145	77%	186	77%	12,932	71%
4 Agree	31	16%	49	20%	4,133	23%
3 Neutral	8	4%	2	1%	719	4%
2 Disagree	4	2%	4	2%	244	1%
1 Strongly Disagree	0	0%	2	1%	238	1%
Total Responses	188		243		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	0		0		185	
No Response	1		5		455	



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

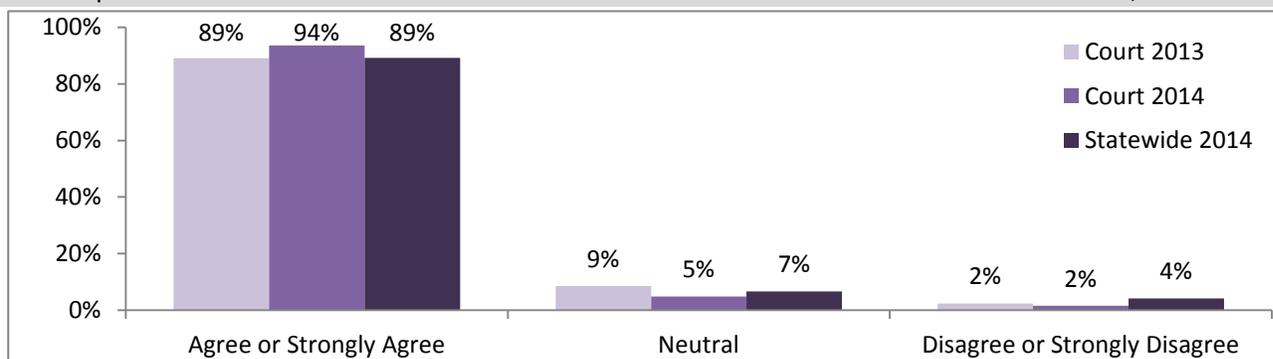
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	78	60%	74	58%	6,476	56%
4 Agree	27	21%	34	27%	3,072	26%
3 Neutral	21	16%	13	10%	1,229	11%
2 Disagree	2	2%	3	2%	387	3%
1 Strongly Disagree	2	2%	3	2%	456	4%
Total Responses	130		127		11,620	
Score		4.4		4.4		4.3
NA - Not Applicable	20		39		2,776	
No Response	39		82		4,510	



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

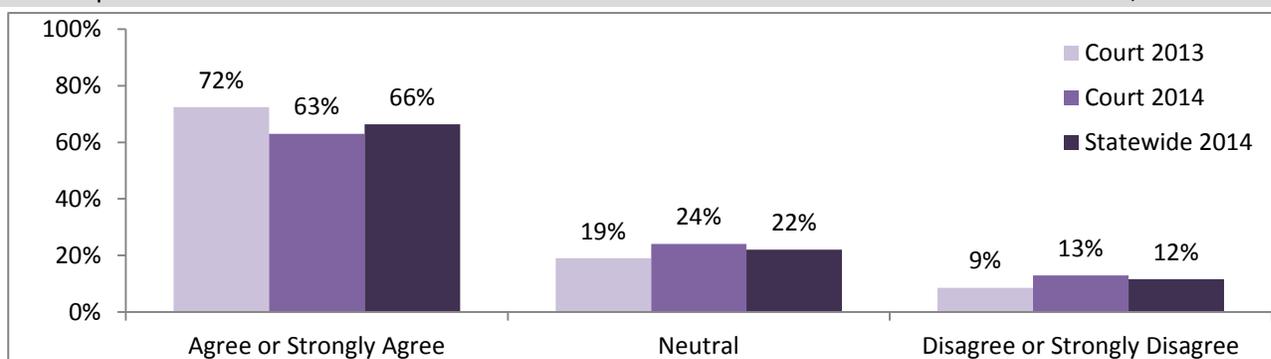
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	81	63%	86	69%	7,452	65%
4 Agree	33	26%	31	25%	2,758	24%
3 Neutral	11	9%	6	5%	762	7%
2 Disagree	2	2%	0	0%	194	2%
1 Strongly Disagree	1	1%	2	2%	286	2%
Total Responses	128		125		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	20		43		2,751	
No Response	41		80		4,703	



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

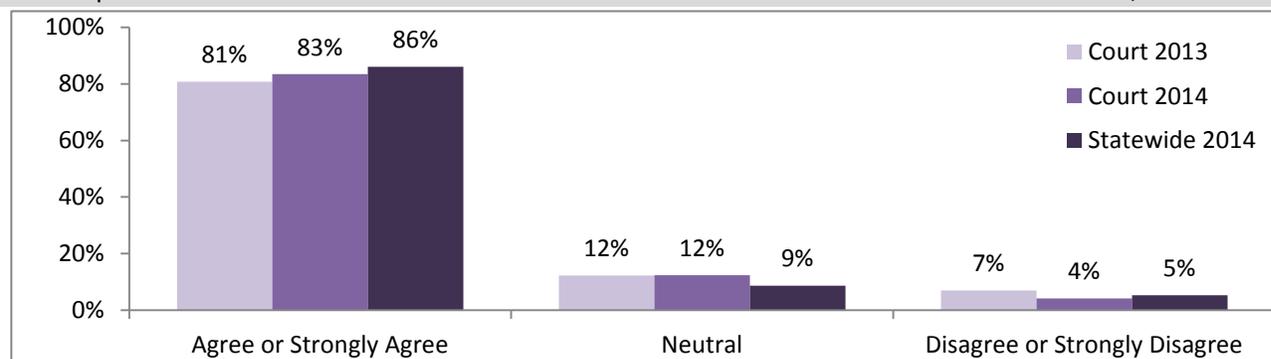
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	52	50%	40	37%	4,056	44%
4 Agree	24	23%	28	26%	2,001	22%
3 Neutral	20	19%	26	24%	2,013	22%
2 Disagree	8	8%	10	9%	485	5%
1 Strongly Disagree	1	1%	4	4%	568	6%
Total Responses	105		108		9,123	
Score		4.1		3.8		3.9
NA - Not Applicable	31		52		3,741	
No Response	53		88		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	67	59%	67	55%	5,653	58%
4 Agree	25	22%	34	28%	2,660	28%
3 Neutral	14	12%	15	12%	839	9%
2 Disagree	6	5%	2	2%	207	2%
1 Strongly Disagree	2	2%	3	2%	307	3%
Total Responses	114		121		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	24		43		3,197	
No Response	51		84		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	15	6%	1,256	7%
Civil matter	19	8%	2,063	11%
Criminal/probation	35	14%	3,852	21%
Divorce/custody/support	45	18%	2,575	14%
Drug/sobriety court	5	2%	823	5%
Estate/trust	6	2%	601	3%
File papers	15	6%	879	5%
Get information	8	3%	714	4%
Guardianship/conservatorship	5	2%	1,200	7%
Juvenile delinquency	7	3%	592	3%
Make a payment	17	7%	830	5%
PPO	7	3%	358	2%
Small claims	5	2%	352	2%
Traffic/Ticket	49	20%	1,658	9%
Other	30	12%	2,454	13%
Number of Respondents	248		18,198	
No Response	8		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	138	56%	8,416	47%
Agency Worker	10	4%	944	5%
Attorney/prosecutor	32	13%	2,875	16%
Family/friend of party to case	29	12%	2,880	16%
Juror	0	0%	531	3%
Witness	4	2%	340	2%
Other	23	9%	2,406	13%
Number of Respondents	248		17,914	
No Response	16		992	

Shiawassee County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	133	54%	9,116	49%
Female	107	43%	8,643	47%
American Indian / Alaska Nat.	2	1%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	1	0%	224	1%
Black/African American	4	2%	1,556	8%
Hispanic/Latino	6	2%	548	3%
White/Caucasian	154	62%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	248		18,501	
No Response	2		405	