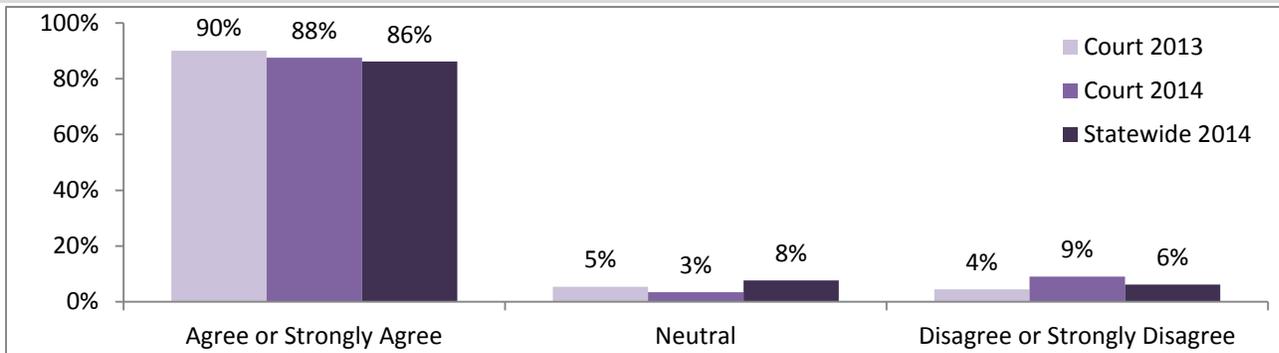


Questions 1 and 2 were directed to all respondents.

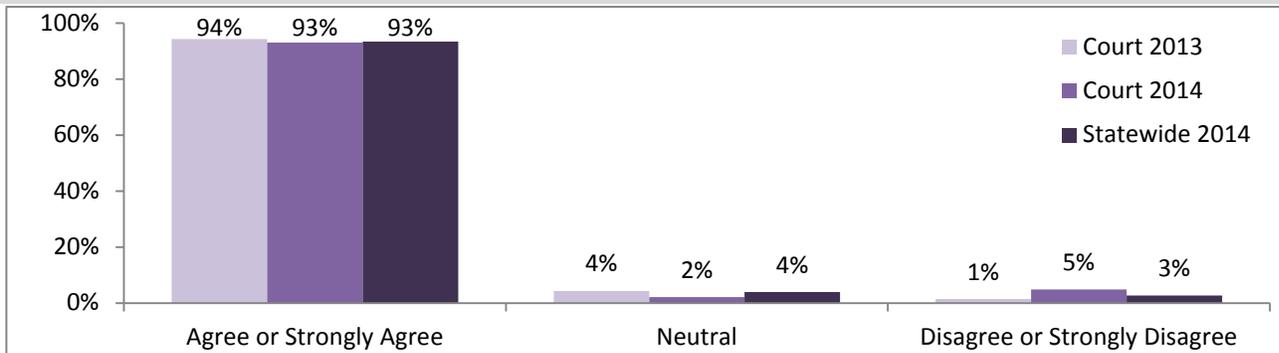
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	134	66%	100	69%	10,542	58%
4 Agree	48	24%	26	18%	5,044	28%
3 Neutral	11	5%	5	3%	1,394	8%
2 Disagree	2	1%	7	5%	563	3%
1 Strongly Disagree	7	3%	6	4%	550	3%
Total Responses	202		144		18,093	
Score	4.5		4.4		4.4	
NA - Not Applicable	2		4		496	
No Response	6		6		317	



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

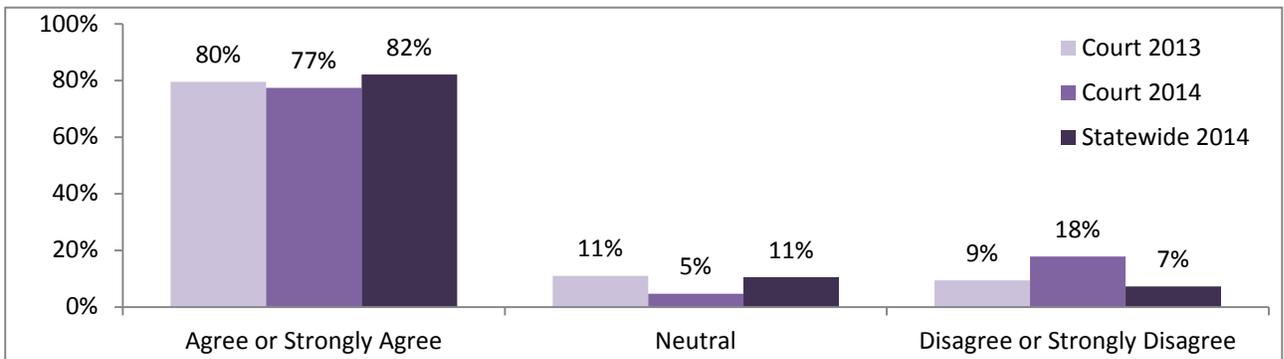
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	165	79%	113	78%	12,932	71%
4 Agree	32	15%	22	15%	4,133	23%
3 Neutral	9	4%	3	2%	719	4%
2 Disagree	0	0%	3	2%	244	1%
1 Strongly Disagree	3	1%	4	3%	238	1%
Total Responses	209		145		18,266	
Score	4.7		4.6		4.6	
NA - Not Applicable	0		1		185	
No Response	1		8		455	



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

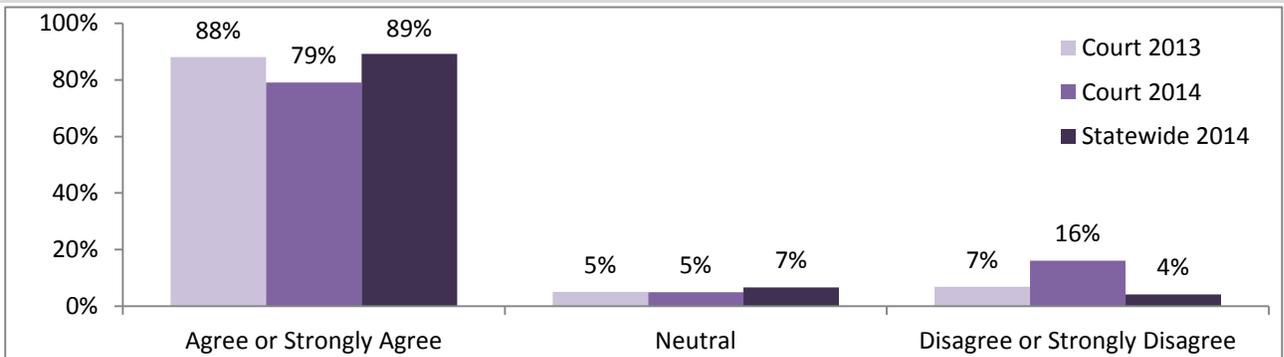
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	67	53%	49	58%	6,476	56%
4 Agree	34	27%	16	19%	3,072	26%
3 Neutral	14	11%	4	5%	1,229	11%
2 Disagree	5	4%	4	5%	387	3%
1 Strongly Disagree	7	6%	11	13%	456	4%
Total Responses	127		84		11,620	
Score		4.2		4.0		4.3
NA - Not Applicable	18		23		2,776	
No Response	65		47		4,510	



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

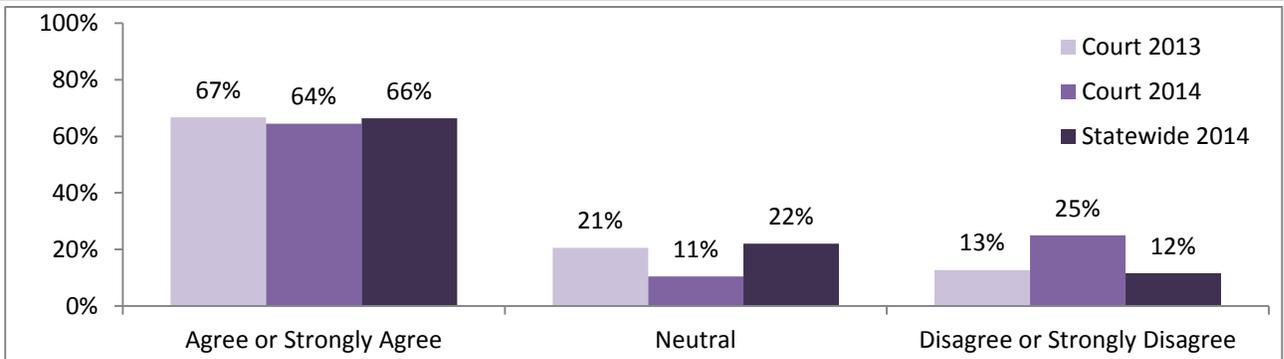
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	71	61%	51	63%	7,452	65%
4 Agree	32	27%	13	16%	2,758	24%
3 Neutral	6	5%	4	5%	762	7%
2 Disagree	4	3%	2	2%	194	2%
1 Strongly Disagree	4	3%	11	14%	286	2%
Total Responses	117		81		11,452	
Score		4.4		4.1		4.5
NA - Not Applicable	23		23		2,751	
No Response	70		50		4,703	



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

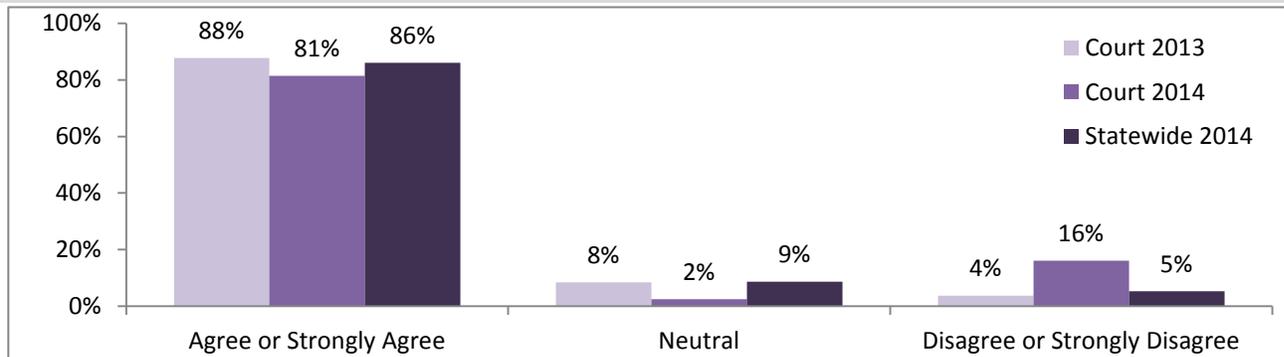
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	51	50%	36	47%	4,056	44%
4 Agree	17	17%	13	17%	2,001	22%
3 Neutral	21	21%	8	11%	2,013	22%
2 Disagree	7	7%	4	5%	485	5%
1 Strongly Disagree	6	6%	15	20%	568	6%
Total Responses	102		76		9,123	
Score		4.0		3.7		3.9
NA - Not Applicable	30		32		3,741	
No Response	78		46		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	65	61%	47	58%	5,653	58%
4 Agree	28	26%	19	23%	2,660	28%
3 Neutral	9	8%	2	2%	839	9%
2 Disagree	2	2%	2	2%	207	2%
1 Strongly Disagree	2	2%	11	14%	307	3%
Total Responses	106		81		9,666	
Score		4.4		4.1		4.4
NA - Not Applicable	25		27		3,197	
No Response	79		46		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	3	2%	1,256	7%
Civil matter	13	8%	2,063	11%
Criminal/probation	20	13%	3,852	21%
Divorce/custody/support	17	11%	2,575	14%
Drug/sobriety court	2	1%	823	5%
Estate/trust	5	3%	601	3%
File papers	15	10%	879	5%
Get information	9	6%	714	4%
Guardianship/conservatorship	3	2%	1,200	7%
Juvenile delinquency	3	2%	592	3%
Make a payment	3	2%	830	5%
PPO	3	2%	358	2%
Small claims	8	5%	352	2%
Traffic/Ticket	42	27%	1,658	9%
Other	29	19%	2,454	13%
Number of Respondents	154		18,198	
No Response	6		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	67	44%	8,416	47%
Agency Worker	4	3%	944	5%
Attorney/prosecutor	13	8%	2,875	16%
Family/friend of party to case	21	14%	2,880	16%
Juror	2	1%	531	3%
Witness	4	3%	340	2%
Other	25	16%	2,406	13%
Number of Respondents	154		17,914	
No Response	22		992	

St. Clair County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	72	47%	9,116	49%
Female	70	45%	8,643	47%
American Indian / Alaska Nat.	6	4%	409	2%
Asian	2	1%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	7	5%	1,556	8%
Hispanic/Latino	1	1%	548	3%
White/Caucasian	97	63%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	154		18,501	
No Response	5		405	