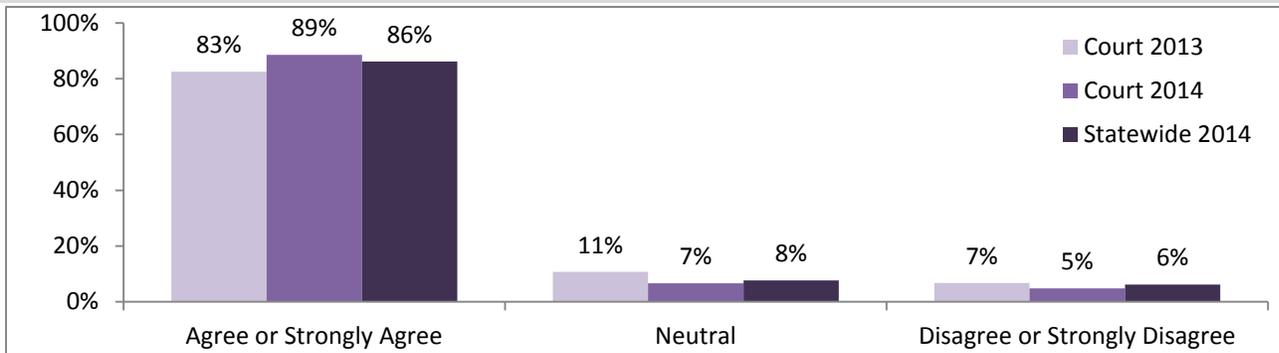


**Questions 1 and 2 were directed to all respondents.**

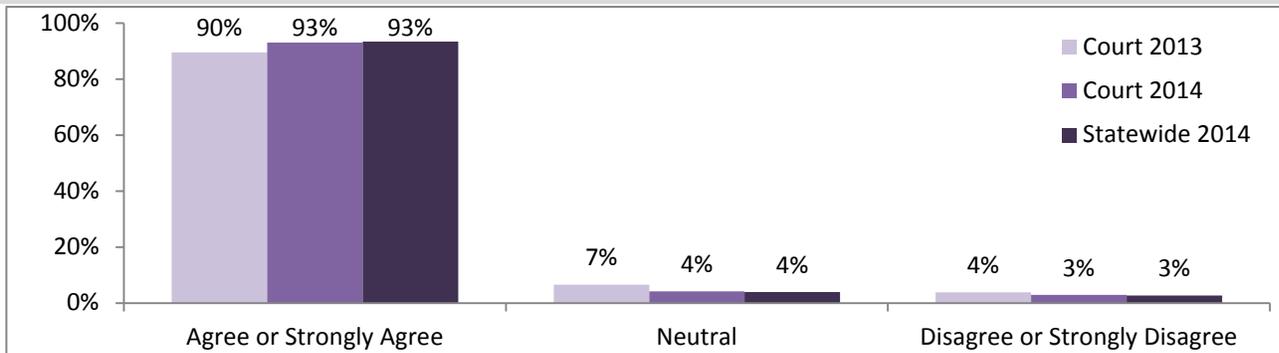
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	148	59%	213	68%	10,542	58%
4 Agree	60	24%	65	21%	5,044	28%
3 Neutral	27	11%	21	7%	1,394	8%
2 Disagree	7	3%	4	1%	563	3%
1 Strongly Disagree	10	4%	11	4%	550	3%
Total Responses	252		314		18,093	
Score		4.3		4.5		4.4
NA - Not Applicable	9		4		496	
No Response	4		2		317	



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

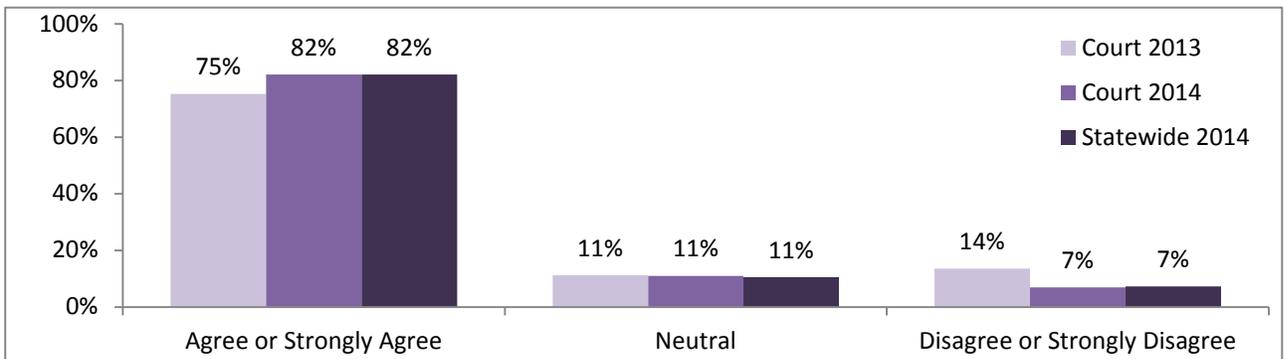
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	167	64%	248	78%	12,932	71%
4 Agree	65	25%	46	15%	4,133	23%
3 Neutral	17	7%	13	4%	719	4%
2 Disagree	5	2%	7	2%	244	1%
1 Strongly Disagree	5	2%	2	1%	238	1%
Total Responses	259		316		18,266	
Score		4.5		4.7		4.6
NA - Not Applicable	2		2		185	
No Response	4		2		455	



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

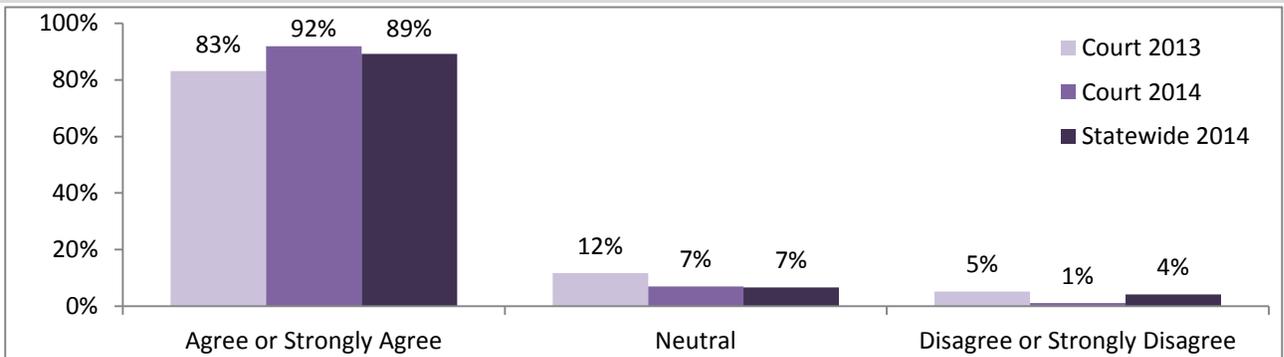
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	83	49%	113	65%	6,476	56%
4 Agree	45	26%	29	17%	3,072	26%
3 Neutral	19	11%	19	11%	1,229	11%
2 Disagree	10	6%	7	4%	387	3%
1 Strongly Disagree	13	8%	5	3%	456	4%
Total Responses	170		173		11,620	
Score		4.0		4.4		4.3
NA - Not Applicable	32		63		2,776	
No Response	63		84		4,510	



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

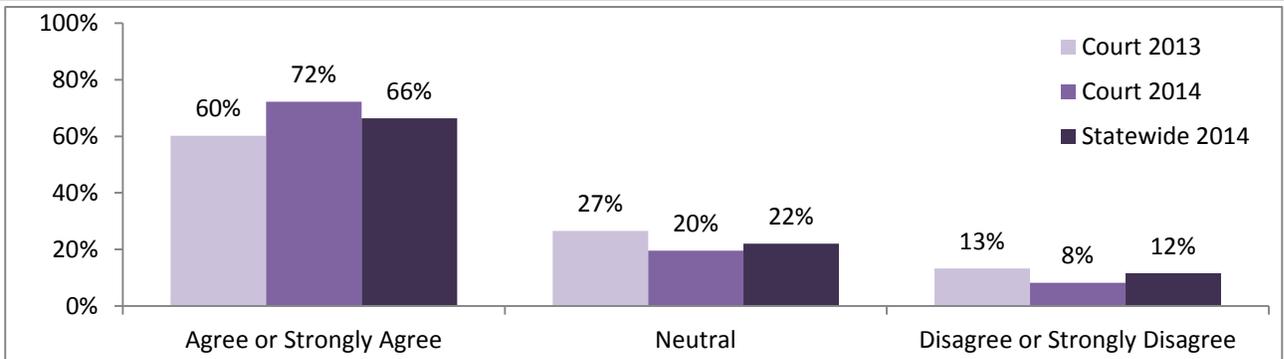
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	85	55%	129	75%	7,452	65%
4 Agree	43	28%	30	17%	2,758	24%
3 Neutral	18	12%	12	7%	762	7%
2 Disagree	4	3%	1	1%	194	2%
1 Strongly Disagree	4	3%	1	1%	286	2%
Total Responses	154		173		11,452	
Score		4.3		4.6		4.5
NA - Not Applicable	40		59		2,751	
No Response	71		88		4,703	



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

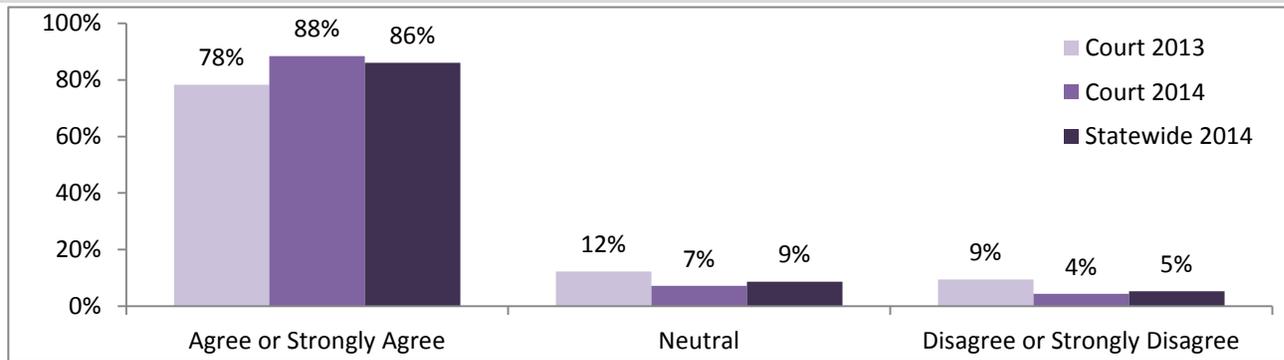
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	47	37%	75	56%	4,056	44%
4 Agree	30	23%	21	16%	2,001	22%
3 Neutral	34	27%	26	20%	2,013	22%
2 Disagree	8	6%	3	2%	485	5%
1 Strongly Disagree	9	7%	8	6%	568	6%
Total Responses	128		133		9,123	
Score		3.8		4.1		3.9
NA - Not Applicable	54		82		3,741	
No Response	83		105		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	65	47%	94	68%	5,653	58%
4 Agree	43	31%	28	20%	2,660	28%
3 Neutral	17	12%	10	7%	839	9%
2 Disagree	4	3%	2	1%	207	2%
1 Strongly Disagree	9	7%	4	3%	307	3%
Total Responses	138		138		9,666	
Score		4.1		4.5		4.4
NA - Not Applicable	46		75		3,197	
No Response	81		107		6,043	



Tuscola County 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	19	6%	1,256	7%
Civil matter	37	12%	2,063	11%
Criminal/probation	55	17%	3,852	21%
Divorce/custody/support	40	13%	2,575	14%
Drug/sobriety court	14	4%	823	5%
Estate/trust	4	1%	601	3%
File papers	31	10%	879	5%
Get information	13	4%	714	4%
Guardianship/conservatorship	6	2%	1,200	7%
Juvenile delinquency	3	1%	592	3%
Make a payment	26	8%	830	5%
PPO	7	2%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	35	11%	1,658	9%
Other	51	16%	2,454	13%
Number of Respondents	320		18,198	
No Response	14		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	154	48%	8,416	47%
Agency Worker	24	8%	944	5%
Attorney/prosecutor	29	9%	2,875	16%
Family/friend of party to case	48	15%	2,880	16%
Juror	7	2%	531	3%
Witness	5	2%	340	2%
Other	42	13%	2,406	13%
Number of Respondents	320		17,914	
No Response	16		992	

Tuscola County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	140	44%	9,116	49%
Female	168	53%	8,643	47%
American Indian / Alaska Nat.	8	3%	409	2%
Asian	2	1%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	3	1%	1,556	8%
Hispanic/Latino	5	2%	548	3%
White/Caucasian	178	56%	9,568	52%
Other	5	2%	288	2%
Number of Respondents	320		18,501	
No Response	8		405	