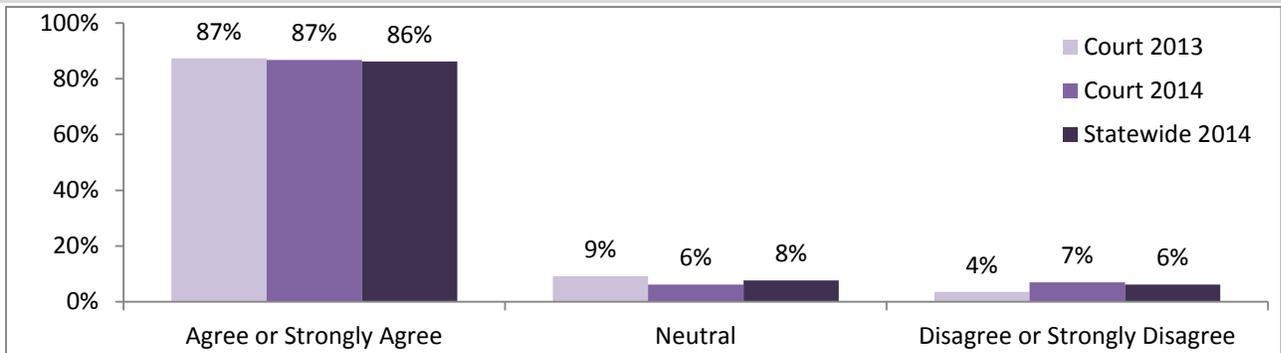


Questions 1 and 2 were directed to all respondents.

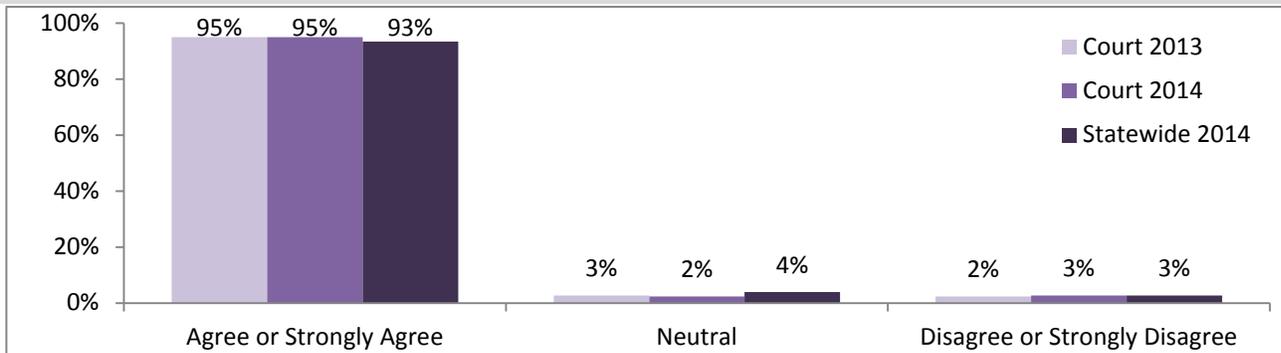
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	156	62%	157	61%	10,542	58%
4 Agree	64	25%	65	25%	5,044	28%
3 Neutral	23	9%	16	6%	1,394	8%
2 Disagree	5	2%	9	4%	563	3%
1 Strongly Disagree	4	2%	9	4%	550	3%
Total Responses	252		256		18,093	
Score		4.4		4.4		4.4
NA - Not Applicable	5		8		496	
No Response	5		7		317	



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

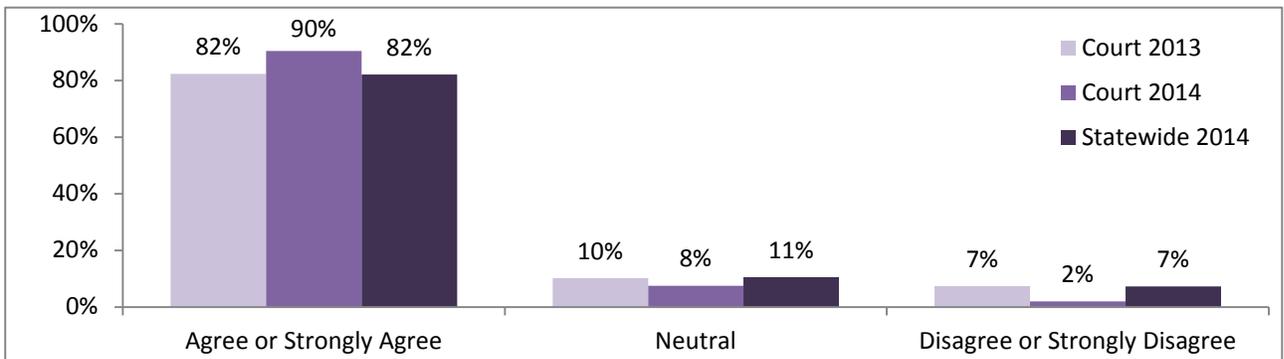
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	205	79%	179	69%	12,932	71%
4 Agree	42	16%	69	26%	4,133	23%
3 Neutral	7	3%	6	2%	719	4%
2 Disagree	2	1%	7	3%	244	1%
1 Strongly Disagree	4	2%	0	0%	238	1%
Total Responses	260		261		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	0		0		185	
No Response	2		10		455	



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

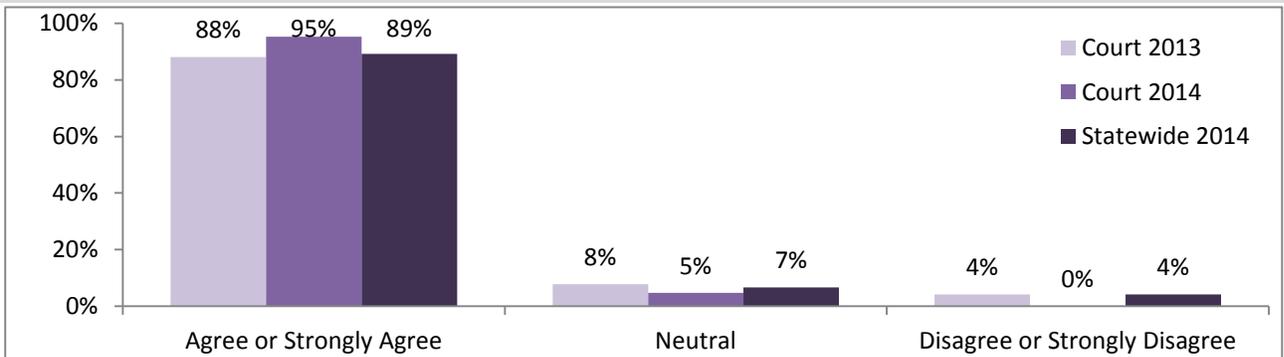
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	106	60%	85	58%	6,476	56%
4 Agree	39	22%	47	32%	3,072	26%
3 Neutral	18	10%	11	8%	1,229	11%
2 Disagree	6	3%	1	1%	387	3%
1 Strongly Disagree	7	4%	2	1%	456	4%
Total Responses	176		146		11,620	
Score		4.3		4.5		4.3
NA - Not Applicable	30		45		2,776	
No Response	56		80		4,510	



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

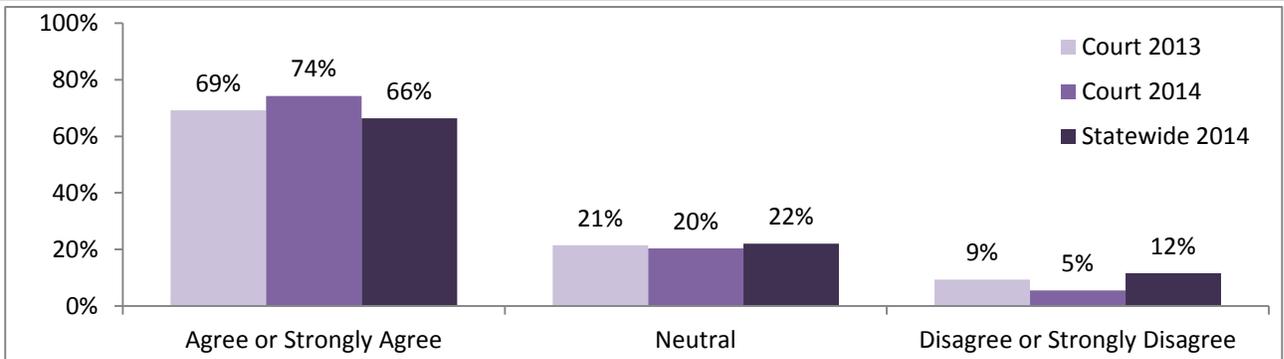
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	112	67%	106	72%	7,452	65%
4 Agree	36	21%	35	24%	2,758	24%
3 Neutral	13	8%	7	5%	762	7%
2 Disagree	3	2%	0	0%	194	2%
1 Strongly Disagree	4	2%	0	0%	286	2%
Total Responses	168		148		11,452	
Score		4.5		4.7		4.5
NA - Not Applicable	36		44		2,751	
No Response	58		79		4,703	



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

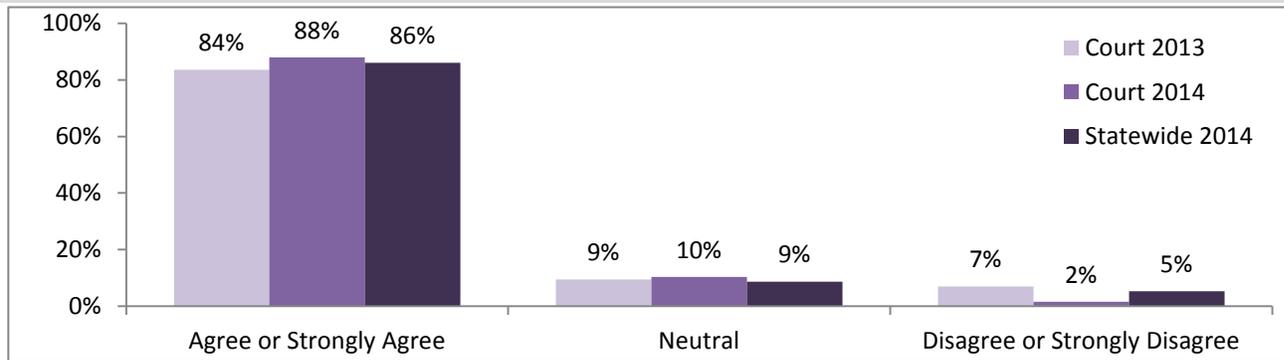
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	67	45%	65	51%	4,056	44%
4 Agree	36	24%	30	23%	2,001	22%
3 Neutral	32	21%	26	20%	2,013	22%
2 Disagree	5	3%	4	3%	485	5%
1 Strongly Disagree	9	6%	3	2%	568	6%
Total Responses	149		128		9,123	
Score		4.0		4.2		3.9
NA - Not Applicable	46		51		3,741	
No Response	67		92		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	93	59%	78	62%	5,653	58%
4 Agree	39	25%	32	26%	2,660	28%
3 Neutral	15	9%	13	10%	839	9%
2 Disagree	6	4%	0	0%	207	2%
1 Strongly Disagree	5	3%	2	2%	307	3%
Total Responses	158		125		9,666	
Score		4.3		4.5		4.4
NA - Not Applicable	37		48		3,197	
No Response	67		98		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	17	6%	1,256	7%
Civil matter	23	8%	2,063	11%
Criminal/probation	64	24%	3,852	21%
Divorce/custody/support	15	6%	2,575	14%
Drug/sobriety court	22	8%	823	5%
Estate/trust	5	2%	601	3%
File papers	15	6%	879	5%
Get information	9	3%	714	4%
Guardianship/conservatorship	4	1%	1,200	7%
Juvenile delinquency	3	1%	592	3%
Make a payment	14	5%	830	5%
PPO	6	2%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	36	13%	1,658	9%
Other	55	20%	2,454	13%
Number of Respondents	271		18,198	
No Response	18		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	100	37%	8,416	47%
Agency Worker	10	4%	944	5%
Attorney/prosecutor	37	14%	2,875	16%
Family/friend of party to case	35	13%	2,880	16%
Juror	15	6%	531	3%
Witness	2	1%	340	2%
Other	60	22%	2,406	13%
Number of Respondents	271		17,914	
No Response	16		992	

Van Buren County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	134	49%	9,116	49%
Female	111	41%	8,643	47%
American Indian / Alaska Nat.	6	2%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	8	3%	224	1%
Black/African American	8	3%	1,556	8%
Hispanic/Latino	17	6%	548	3%
White/Caucasian	134	49%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	271		18,501	
No Response	4		405	