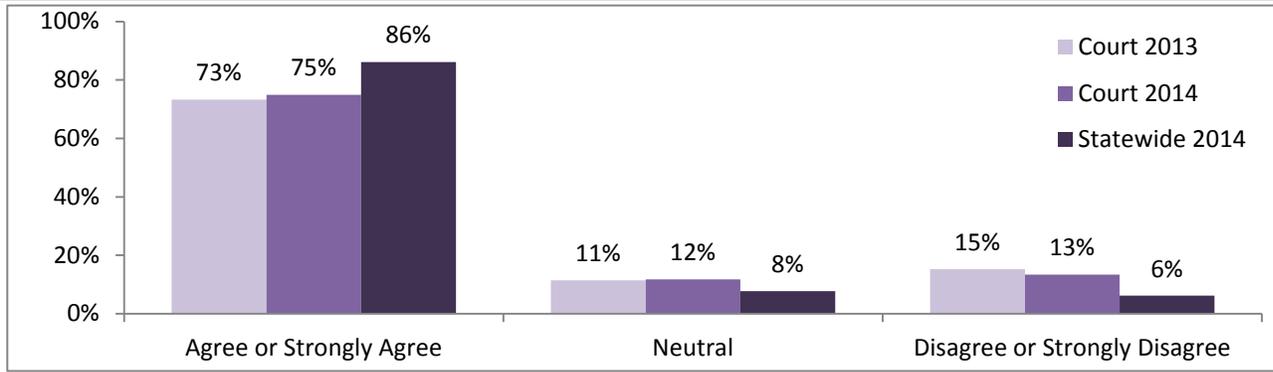


Questions 1 and 2 were directed to all respondents.

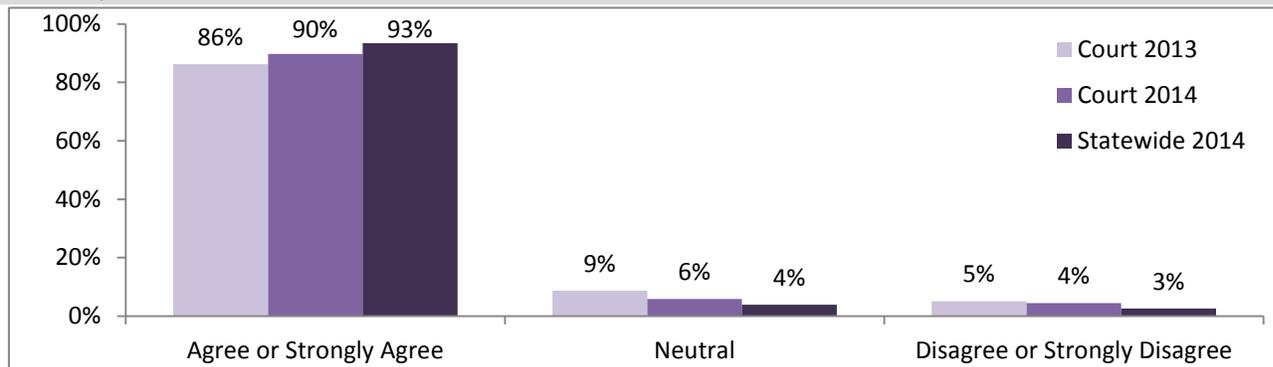
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	%	Count	%	Count	%
5 Strongly Agree	188	45%	377	44%	10,542	58%
4 Agree	120	29%	263	31%	5,044	28%
3 Neutral	48	11%	100	12%	1,394	8%
2 Disagree	24	6%	52	6%	563	3%
1 Strongly Disagree	40	10%	62	7%	550	3%
Total Responses	420		854		18,093	
Score		3.9		4.0		4.4
NA - Not Applicable	17		27		496	
No Response	12		17		317	



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

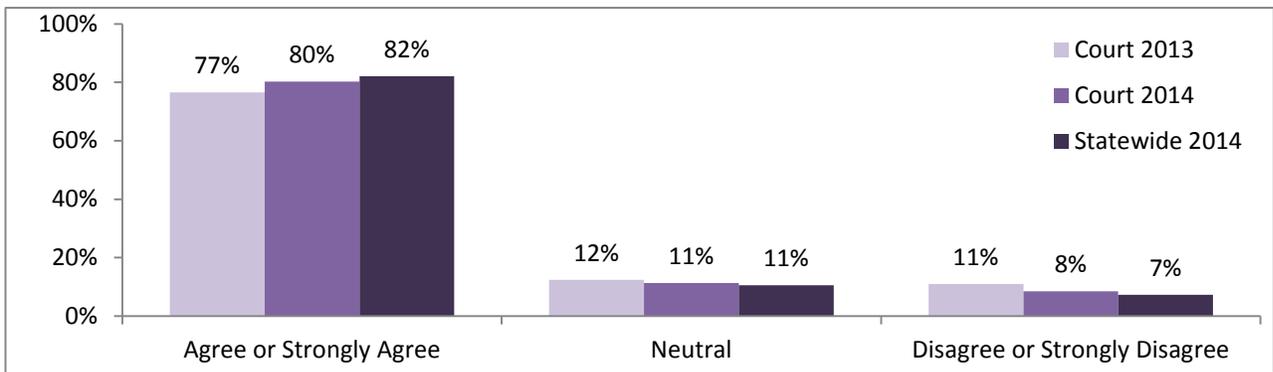
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	%	Count	%	Count	%
5 Strongly Agree	255	59%	524	61%	12,932	71%
4 Agree	120	28%	251	29%	4,133	23%
3 Neutral	38	9%	51	6%	719	4%
2 Disagree	8	2%	15	2%	244	1%
1 Strongly Disagree	14	3%	23	3%	238	1%
Total Responses	435		864		18,266	
Score		4.4		4.4		4.6
NA - Not Applicable	4		7		185	
No Response	10		27		455	



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

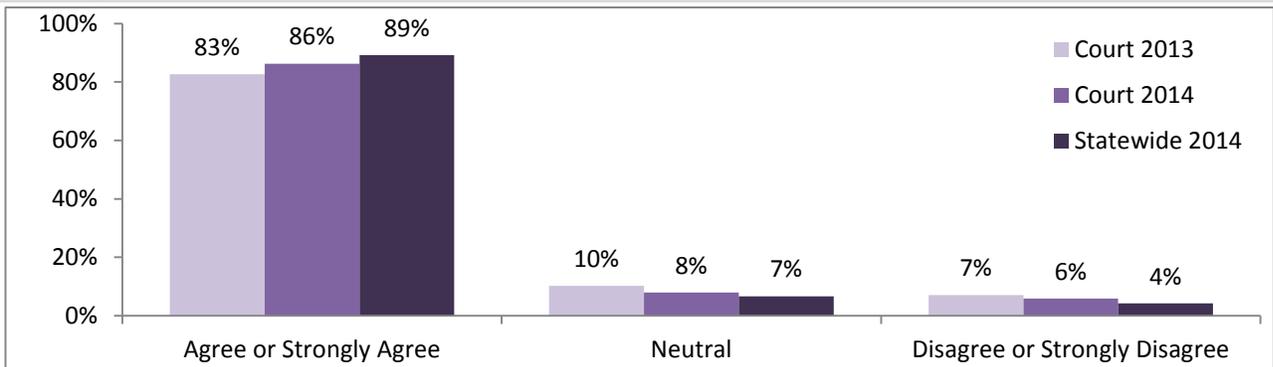
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	146	49%	315	50%	6,476	56%
4 Agree	83	28%	188	30%	3,072	26%
3 Neutral	37	12%	71	11%	1,229	11%
2 Disagree	15	5%	23	4%	387	3%
1 Strongly Disagree	18	6%	30	5%	456	4%
Total Responses	299		627		11,620	
Score		4.1		4.2		4.3
NA - Not Applicable	47		135		2,776	
No Response	103		136		4,510	



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

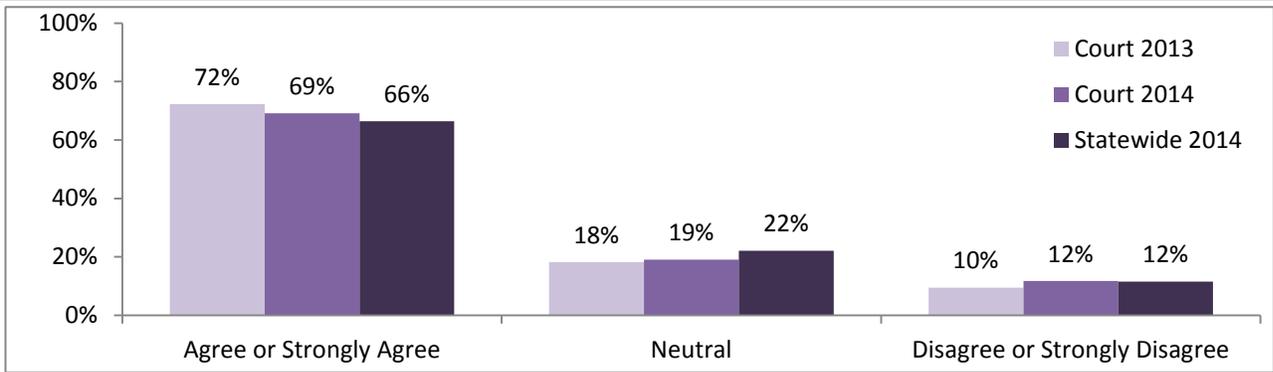
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	155	55%	379	60%	7,452	65%
4 Agree	79	28%	167	26%	2,758	24%
3 Neutral	29	10%	50	8%	762	7%
2 Disagree	9	3%	18	3%	194	2%
1 Strongly Disagree	11	4%	19	3%	286	2%
Total Responses	283		633		11,452	
Score		4.3		4.4		4.5
NA - Not Applicable	48		116		2,751	
No Response	118		149		4,703	



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

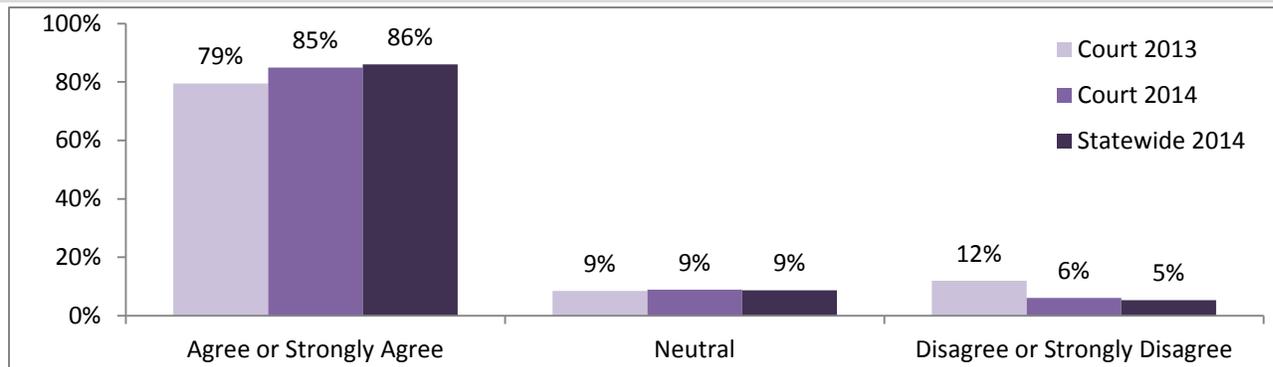
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	110	45%	209	43%	4,056	44%
4 Agree	65	27%	128	26%	2,001	22%
3 Neutral	44	18%	93	19%	2,013	22%
2 Disagree	7	3%	26	5%	485	5%
1 Strongly Disagree	16	7%	31	6%	568	6%
Total Responses	242		487		9,123	
Score	4.0		3.9		3.9	
NA - Not Applicable	68		193		3,741	
No Response	139		218		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	137	53%	289	56%	5,653	58%
4 Agree	68	26%	147	29%	2,660	28%
3 Neutral	22	9%	46	9%	839	9%
2 Disagree	14	5%	13	3%	207	2%
1 Strongly Disagree	17	7%	18	4%	307	3%
Total Responses	258		513		9,666	
Score	4.1		4.3		4.4	
NA - Not Applicable	56		164		3,197	
No Response	135		221		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	57	6%	1,256	7%
Civil matter	71	8%	2,063	11%
Criminal/probation	194	22%	3,852	21%
Divorce/custody/support	182	20%	2,575	14%
Drug/sobriety court	23	3%	823	5%
Estate/trust	76	8%	601	3%
File papers	34	4%	879	5%
Get information	29	3%	714	4%
Guardianship/conservatorship	91	10%	1,200	7%
Juvenile delinquency	19	2%	592	3%
Make a payment	12	1%	830	5%
PPO	23	3%	358	2%
Small claims	5	1%	352	2%
Traffic/Ticket	3	0%	1,658	9%
Other	121	13%	2,454	13%
Number of Respondents	898		18,198	
No Response	50		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	289	32%	8,416	47%
Agency Worker	37	4%	944	5%
Attorney/prosecutor	222	25%	2,875	16%
Family/friend of party to case	161	18%	2,880	16%
Juror	73	8%	531	3%
Witness	20	2%	340	2%
Other	85	9%	2,406	13%
Number of Respondents	898		17,914	
No Response	35		992	

Wayne County Probate Court and 3rd Circuit Court

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

	Court 2014		County Courts Statewide 2014	
Male	382	43%	9,116	49%
Female	452	50%	8,643	47%
American Indian / Alaska Nat.	16	2%	409	2%
Asian	9	1%	123	1%
Multiracial/biracial	14	2%	224	1%
Black/African American	269	30%	1,556	8%
Hispanic/Latino	14	2%	548	3%
White/Caucasian	202	22%	9,568	52%
Other	12	1%	288	2%
Number of Respondents	898		18,501	
No Response	29		405	