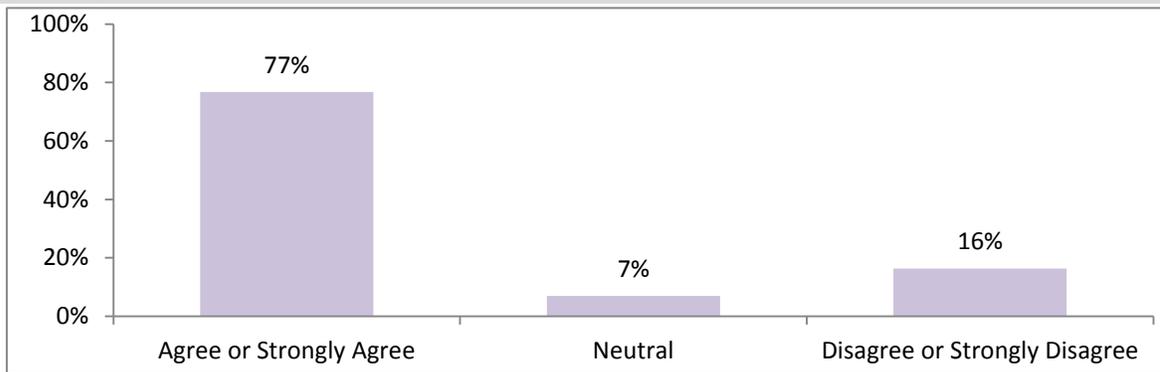


Questions 1 and 2 were directed to all respondents.

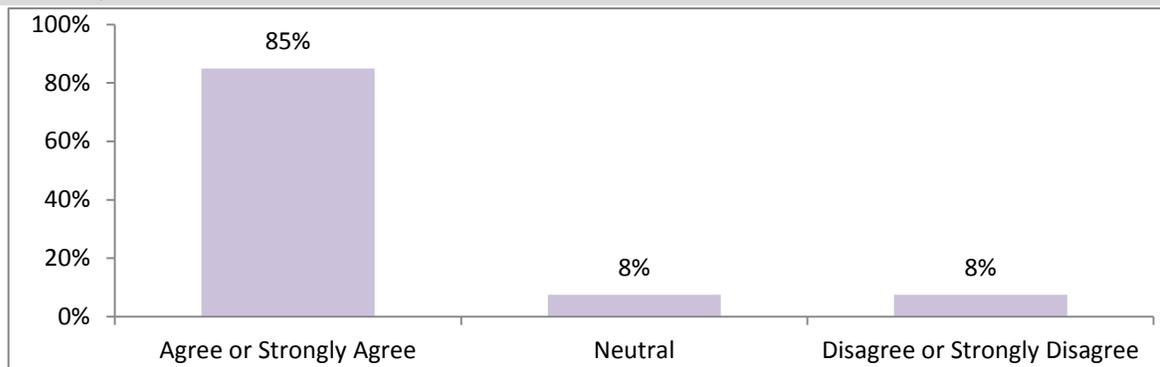
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	29	67%
4 Agree	4	9%
3 Neutral	3	7%
2 Disagree	3	7%
1 Strongly Disagree	4	9%
Total Responses	43	
Score		4.2
NA - Not Applicable	2	
No Response	0	



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

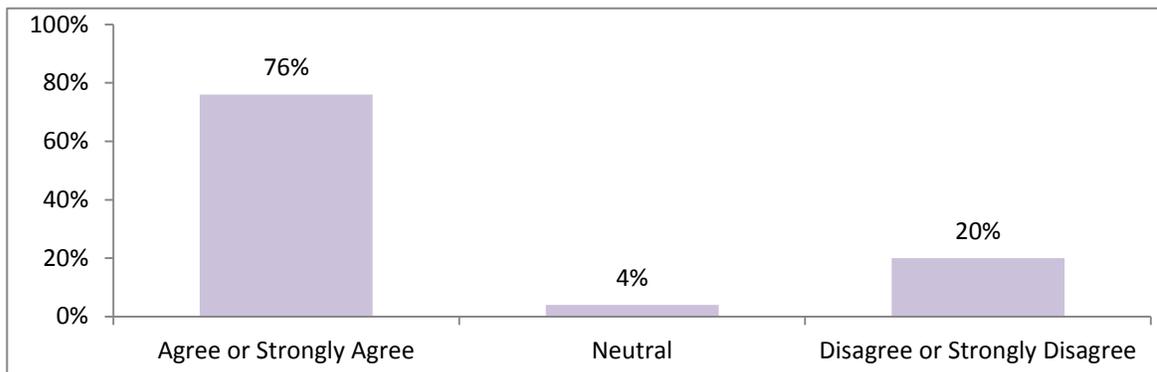
	2015	
5 Strongly Agree	30	75%
4 Agree	4	10%
3 Neutral	3	8%
2 Disagree	1	3%
1 Strongly Disagree	2	5%
Total Responses	40	
Score		4.5
NA - Not Applicable	2	
No Response	3	



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

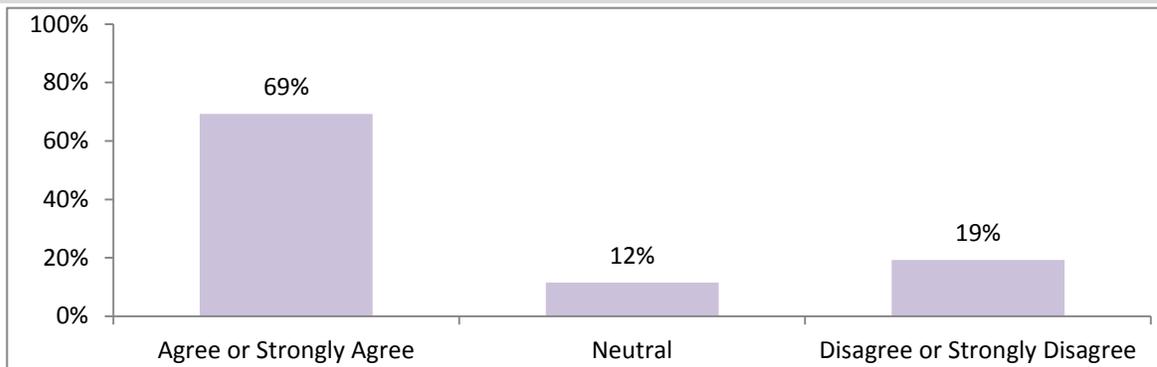
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	18	72%
4 Agree	1	4%
3 Neutral	1	4%
2 Disagree	0	0%
1 Strongly Disagree	5	20%
Total Responses	25	
Score		4.1
NA - Not Applicable	6	
No Response	14	



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

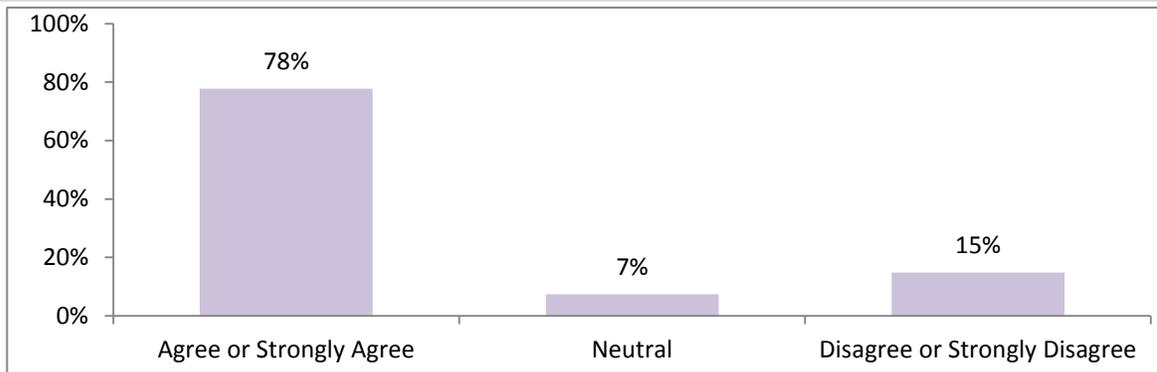
	2015	
5 Strongly Agree	17	65%
4 Agree	1	4%
3 Neutral	3	12%
2 Disagree	0	0%
1 Strongly Disagree	5	19%
Total Responses	26	
Score		4.0
NA - Not Applicable	5	
No Response	14	



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

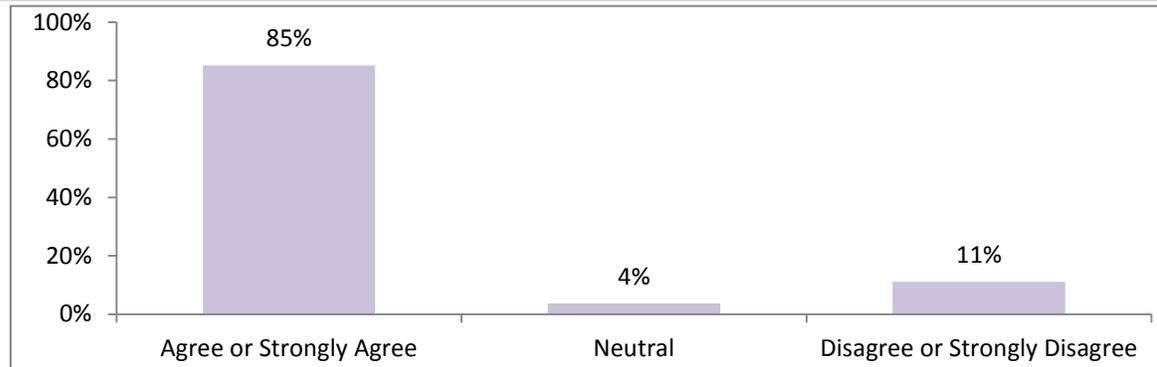
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	17	63%
4 Agree	4	15%
3 Neutral	2	7%
2 Disagree	1	4%
1 Strongly Disagree	3	11%
Total Responses	27	
Score		4.1
NA - Not Applicable	6	
No Response	12	



6) As I leave the court, I understand what happened in my case.

	2015	
5 Strongly Agree	18	67%
4 Agree	5	19%
3 Neutral	1	4%
2 Disagree	0	0%
1 Strongly Disagree	3	11%
Total Responses	27	
Score		4.3
NA - Not Applicable	4	
No Response	14	



Allegan County Circuit and Probate Courts

Questions 7-10 were directed to all respondents.

7) What type of case brought you to the courthouse today? (Shade ALL that apply.)

	2015	
Child protective	3	7%
Civil matter	5	11%
Criminal/probation	4	9%
Divorce/custody/support	11	25%
Drug/sobriety court	1	2%
Estate/trust	7	16%
File papers	4	9%
Get information	1	2%
Guardianship/conservatorship	6	14%
Juvenile delinquency	1	2%
Landlord/Tenant	0	0%
Make a payment	3	7%
PPO	2	5%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	3	7%
Number of Respondents	44	
No Response	1	

8) Who are you? (Shade ALL that apply.)

	2015	
Party (Plaintiff/Defendant)	23	53%
Agency Worker	3	7%
Attorney/prosecutor	7	16%
Family/friend of party to case	6	14%
Juror	1	2%
Witness	1	2%
Other	5	12%
Number of Respondents	43	
No Response	2	

Allegan County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	22	52%
Female	20	48%
Other	0	0%
Number of Respondents	42	
No Response	3	

10) How do you identify yourself? (Shade ALL that apply.)

	2015	
American Indian / Alaska Nat.	2	5%
Asian	0	0%
Multiracial/biracial	0	0%
Black/African American	2	5%
Hispanic/Latino	0	0%
White/Caucasian	37	90%
Other	1	2%
Number of Respondents	41	
No Response	4	