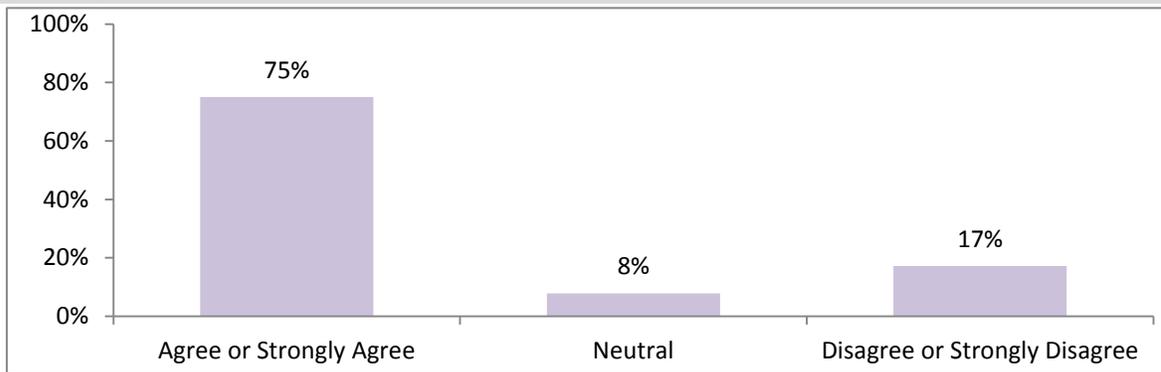


Questions 1 and 2 were directed to all respondents.

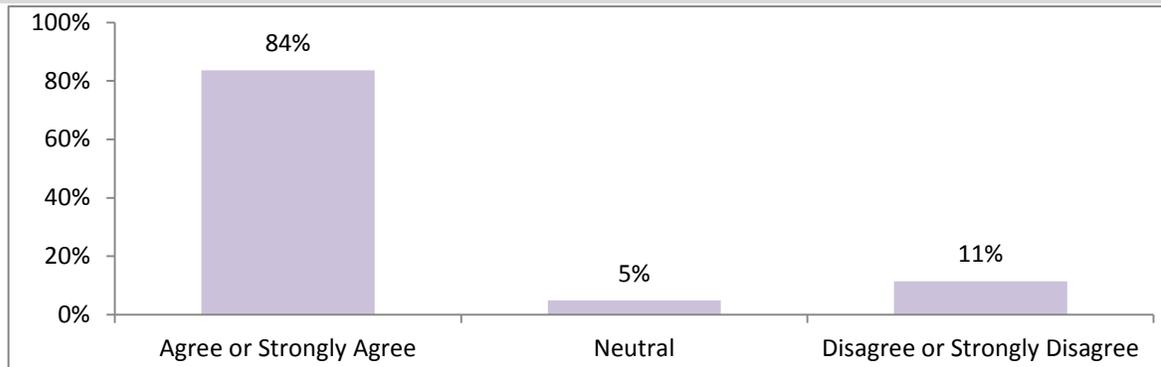
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	27	42%
4 Agree	21	33%
3 Neutral	5	8%
2 Disagree	2	3%
1 Strongly Disagree	9	14%
Total Responses	64	
Score	3.9	
NA - Not Applicable	0	
No Response	0	



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

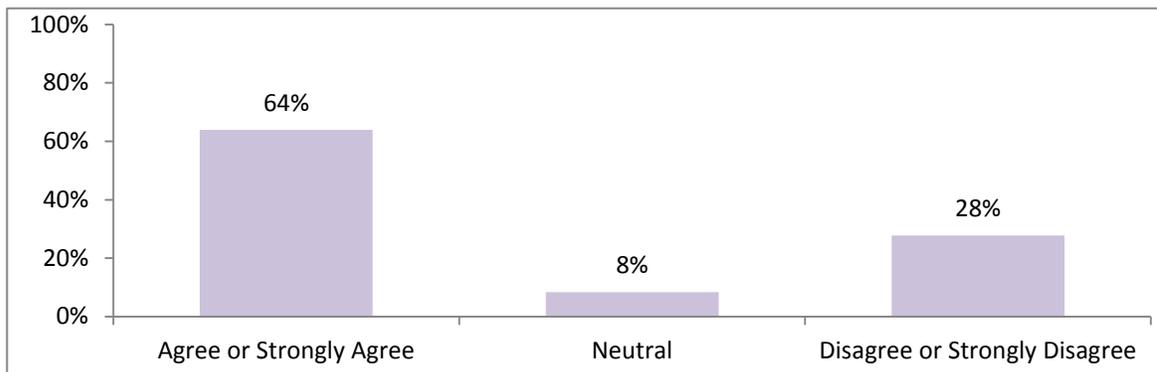
	2015	
5 Strongly Agree	39	64%
4 Agree	12	20%
3 Neutral	3	5%
2 Disagree	3	5%
1 Strongly Disagree	4	7%
Total Responses	61	
Score	4.3	
NA - Not Applicable	0	
No Response	2	



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

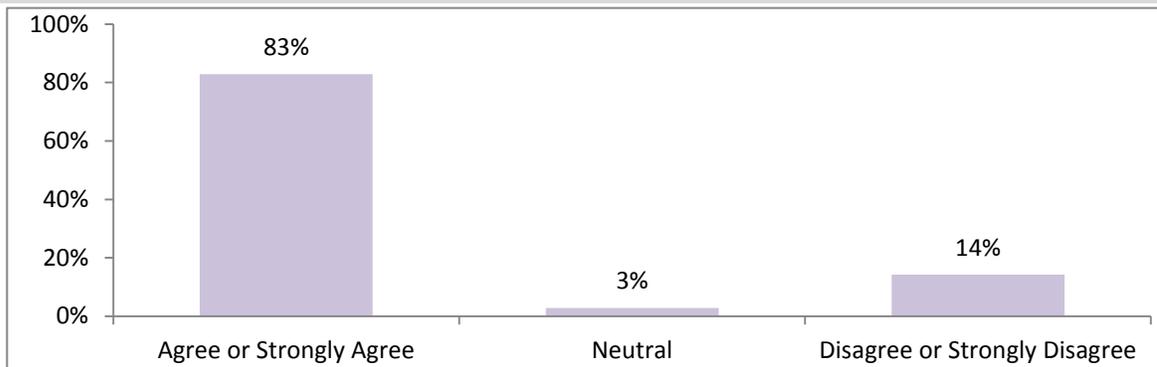
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	12	33%
4 Agree	11	31%
3 Neutral	3	8%
2 Disagree	4	11%
1 Strongly Disagree	6	17%
Total Responses	36	
Score		3.5
NA - Not Applicable	11	
No Response	16	



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

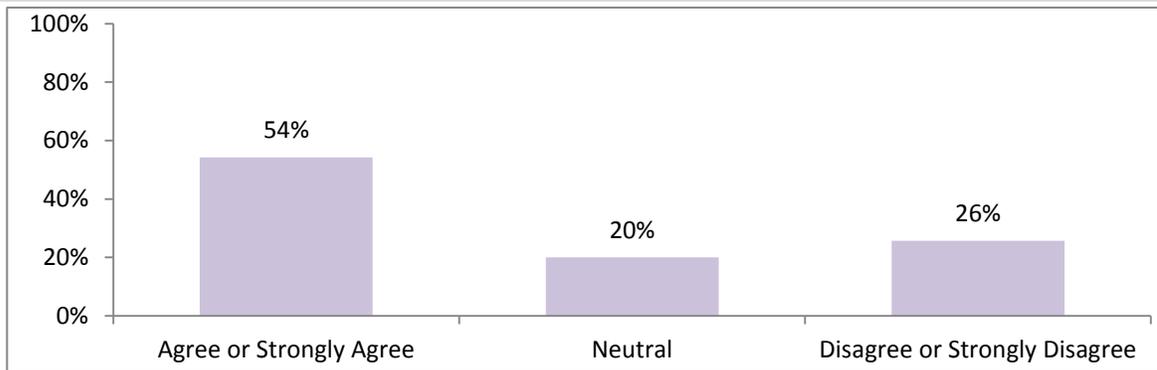
	2015	
5 Strongly Agree	19	54%
4 Agree	10	29%
3 Neutral	1	3%
2 Disagree	2	6%
1 Strongly Disagree	3	9%
Total Responses	35	
Score		4.1
NA - Not Applicable	10	
No Response	18	



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

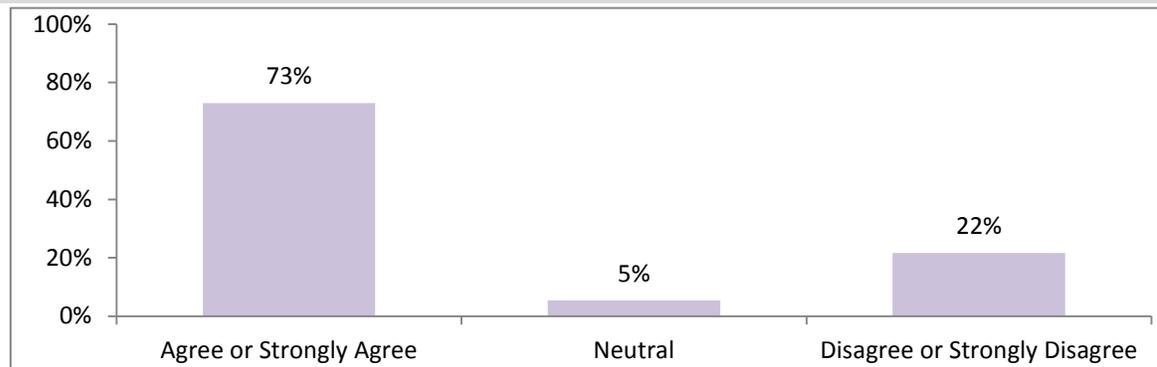
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	12	34%
4 Agree	7	20%
3 Neutral	7	20%
2 Disagree	5	14%
1 Strongly Disagree	4	11%
Total Responses	35	
Score		3.5
NA - Not Applicable	10	
No Response	18	



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

	2015	
5 Strongly Agree	17	46%
4 Agree	10	27%
3 Neutral	2	5%
2 Disagree	5	14%
1 Strongly Disagree	3	8%
Total Responses	37	
Score		3.9
NA - Not Applicable	9	
No Response	18	



Berrien County District Court - St. Joseph and Niles

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	0	0%
Civil matter	15	26%
Criminal/probation	11	19%
Divorce/custody/support	0	0%
Drug/sobriety court	1	2%
Estate/trust	0	0%
File papers	5	9%
Get information	0	0%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	13	22%
Make a payment	4	7%
PPO	0	0%
Small claims	2	3%
Traffic/Ticket	12	21%
Other	5	9%
Number of Respondents	58	
No Response	6	

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

	2015	
Party (Plaintiff/Defendant)	40	67%
Agency Worker	2	3%
Attorney/prosecutor	3	5%
Family/friend of party to case	5	8%
Juror	7	12%
Witness	0	0%
Other	4	7%
Number of Respondents	60	
No Response	4	

Berrien County District Court - St. Joseph and Niles

9) What is your gender?

	2015	
Male	35	55%
Female	29	45%
Other	1	2%
Number of Respondents	64	
No Response	0	

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

	2015	
American Indian / Alaska Nat.	3	5%
Asian	0	0%
Multiracial/biracial	2	3%
Black/African American	23	37%
Hispanic/Latino	4	6%
White/Caucasian	37	59%
Other	0	0%
Number of Respondents	63	
No Response	1	