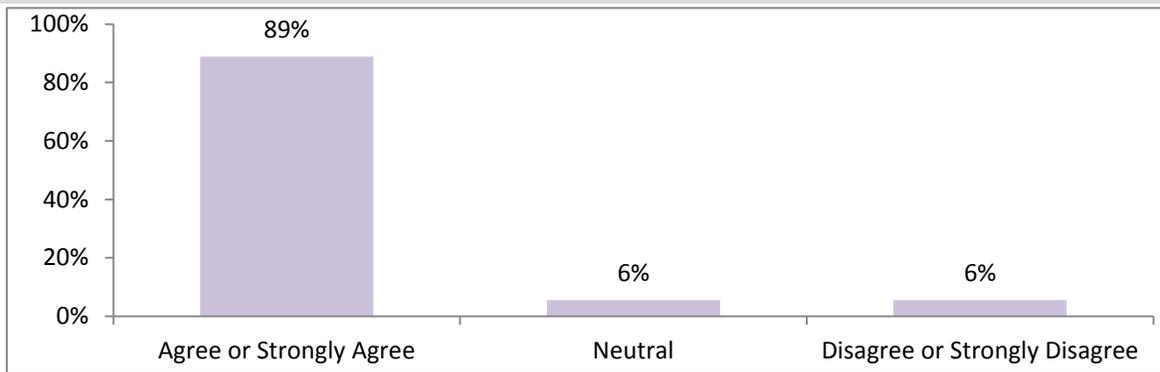


**Questions 1 and 2 were directed to all respondents.**

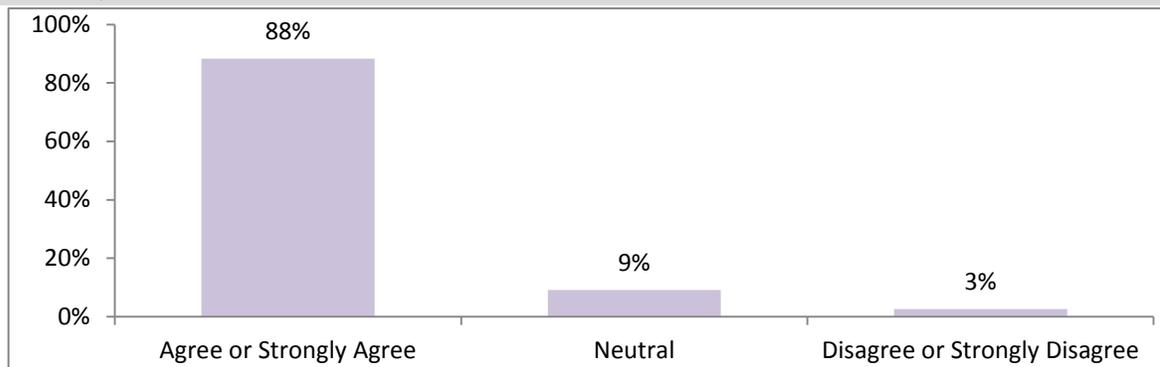
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	34	47%
4 Agree	30	42%
3 Neutral	4	6%
2 Disagree	2	3%
1 Strongly Disagree	2	3%
Total Responses	72	
Score		4.3
NA - Not Applicable	7	
No Response	5	



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

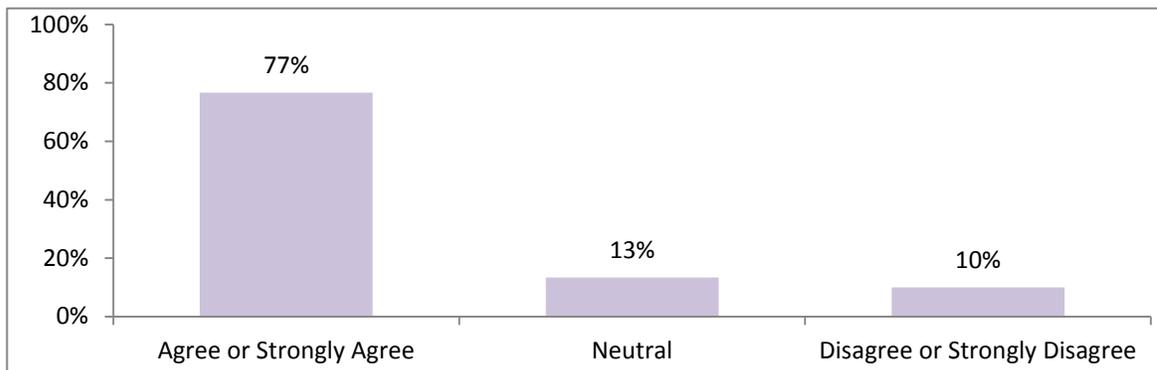
	2015	
5 Strongly Agree	48	62%
4 Agree	20	26%
3 Neutral	7	9%
2 Disagree	1	1%
1 Strongly Disagree	1	1%
Total Responses	77	
Score		4.5
NA - Not Applicable	3	
No Response	4	



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

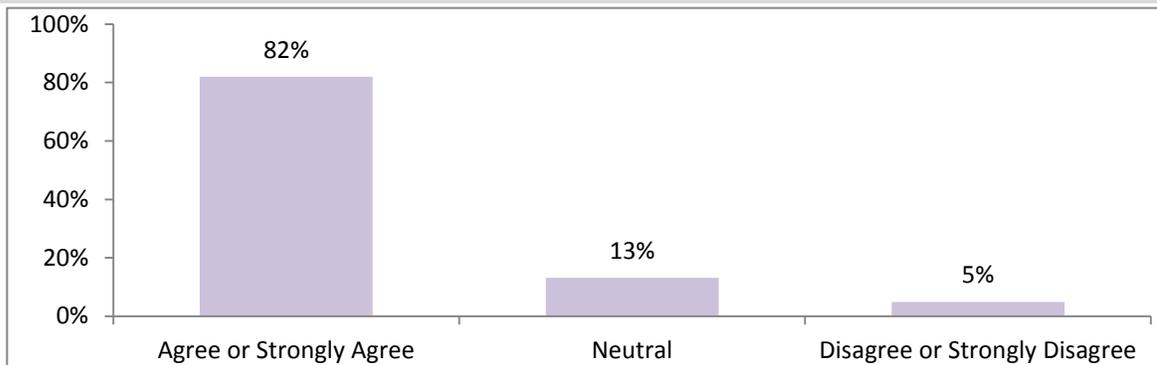
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	28	47%
4 Agree	18	30%
3 Neutral	8	13%
2 Disagree	4	7%
1 Strongly Disagree	2	3%
Total Responses	60	
Score		4.1
NA - Not Applicable	9	
No Response	15	



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

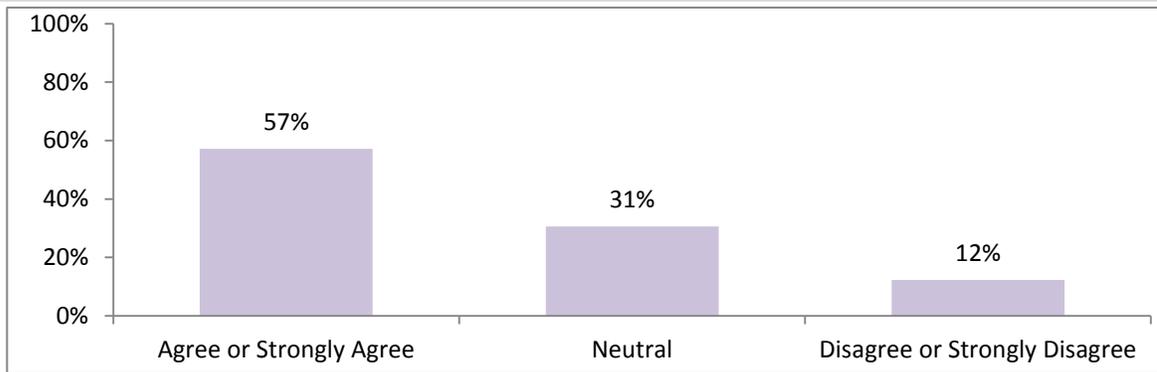
	2015	
5 Strongly Agree	33	54%
4 Agree	17	28%
3 Neutral	8	13%
2 Disagree	3	5%
1 Strongly Disagree	0	0%
Total Responses	61	
Score		4.3
NA - Not Applicable	7	
No Response	16	



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

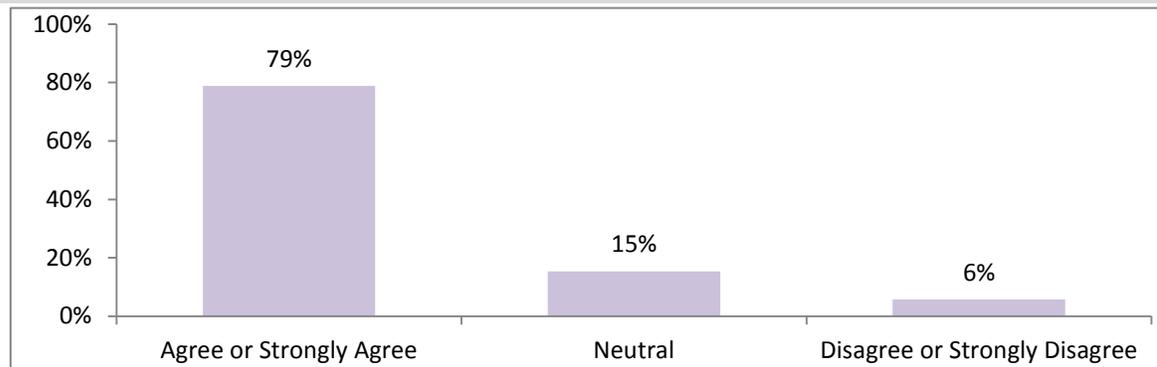
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	18	37%
4 Agree	10	20%
3 Neutral	15	31%
2 Disagree	5	10%
1 Strongly Disagree	1	2%
Total Responses	49	
Score		3.8
NA - Not Applicable	9	
No Response	26	



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

	2015	
5 Strongly Agree	26	50%
4 Agree	15	29%
3 Neutral	8	15%
2 Disagree	2	4%
1 Strongly Disagree	1	2%
Total Responses	52	
Score		4.2
NA - Not Applicable	8	
No Response	24	



Charlevoix 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	8	11%
Civil matter	11	14%
Criminal/probation	8	11%
Divorce/custody/support	20	26%
Drug/sobriety court	1	1%
Estate/trust	2	3%
File papers	6	8%
Get information	7	9%
Guardianship/conservatorship	2	3%
Juvenile delinquency	3	4%
Landlord/Tenant	0	0%
Make a payment	2	3%
PPO	0	0%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	12	16%
Number of Respondents	76	
No Response	8	

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

	2015	
Party (Plaintiff/Defendant)	31	38%
Agency Worker	8	10%
Attorney/prosecutor	11	13%
Family/friend of party to case	11	13%
Juror	0	0%
Witness	1	1%
Other	21	26%
Number of Respondents	82	
No Response	2	

Charlevoix County Circuit and Probate Courts

**9) What is your gender?**

	2015	
Male	39	49%
Female	41	51%
Other	0	0%
Number of Respondents	80	
No Response	4	

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

	2015	
American Indian / Alaska Nat.	2	3%
Asian	2	3%
Multiracial/biracial	0	0%
Black/African American	1	1%
Hispanic/Latino	5	6%
White/Caucasian	69	87%
Other	1	1%
Number of Respondents	79	
No Response	5	