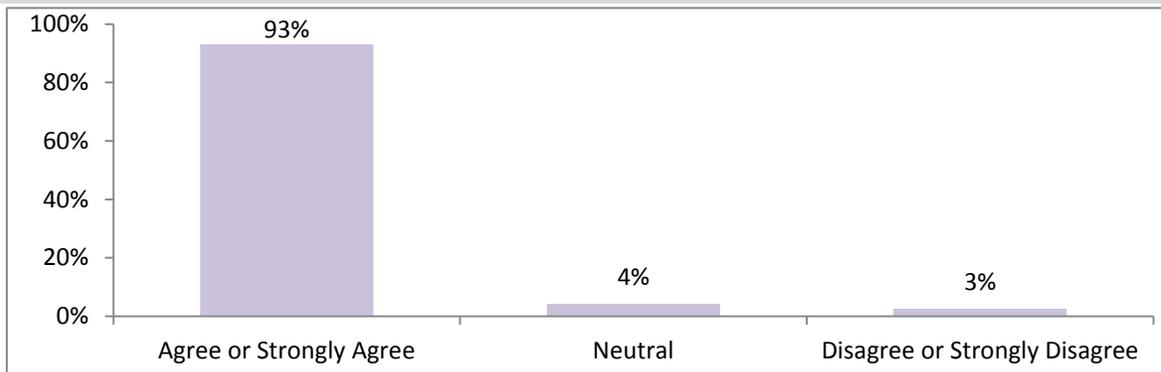


**Questions 1 and 2 were directed to all respondents.**

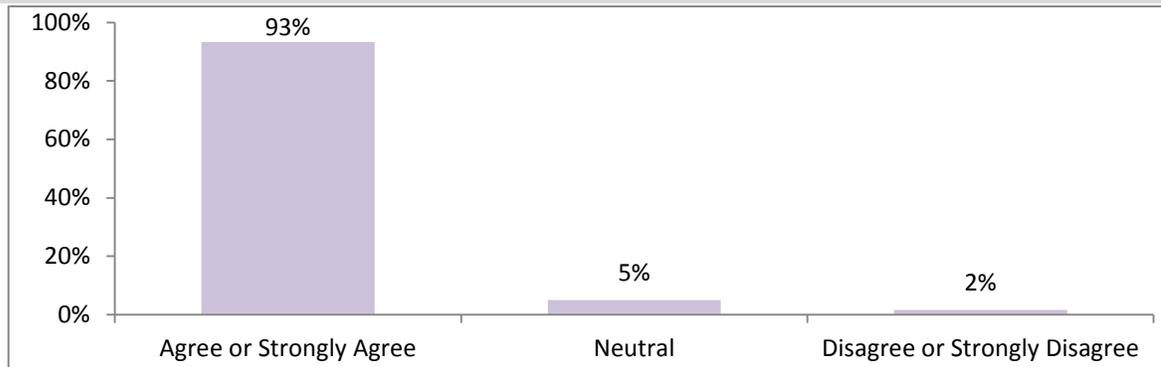
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	79	68%
4 Agree	30	26%
3 Neutral	5	4%
2 Disagree	1	1%
1 Strongly Disagree	2	2%
Total Responses	117	
Score	4.6	
NA - Not Applicable	3	
No Response	1	



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

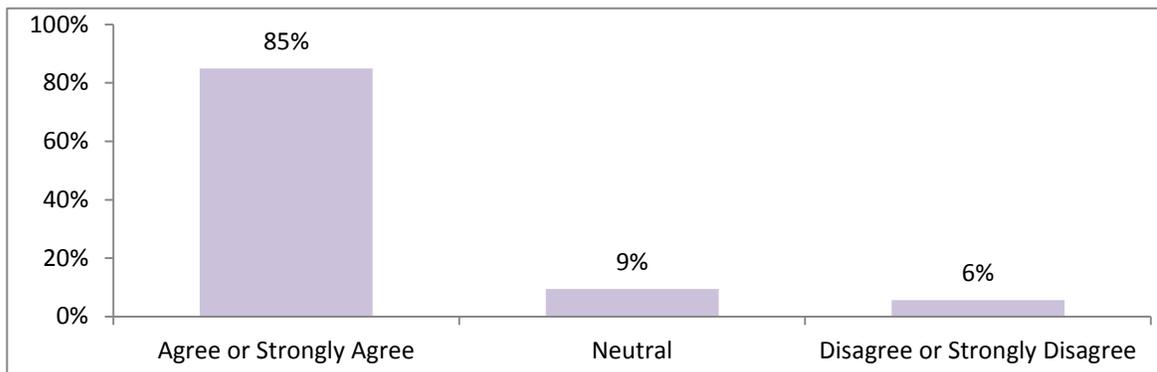
	2015	
5 Strongly Agree	87	73%
4 Agree	25	21%
3 Neutral	6	5%
2 Disagree	0	0%
1 Strongly Disagree	2	2%
Total Responses	120	
Score	4.6	
NA - Not Applicable	0	
No Response	1	



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

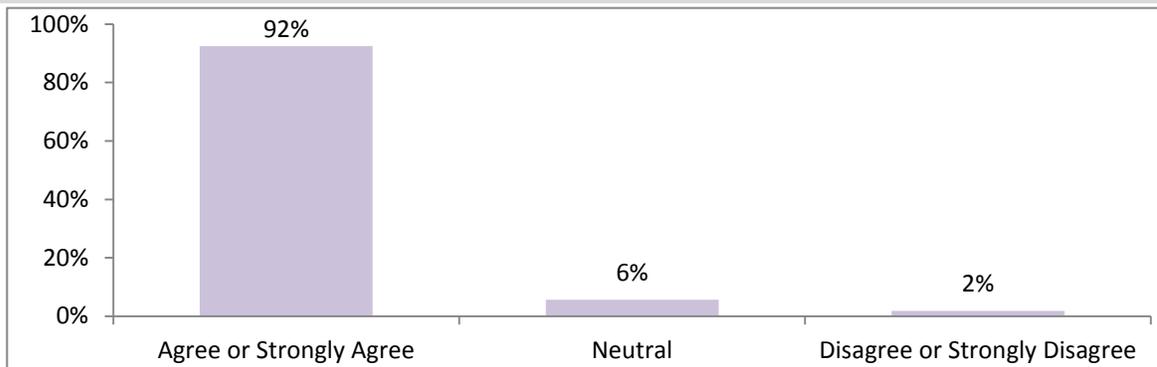
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	33	62%
4 Agree	12	23%
3 Neutral	5	9%
2 Disagree	1	2%
1 Strongly Disagree	2	4%
Total Responses	53	
Score		4.4
NA - Not Applicable	20	
No Response	48	



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

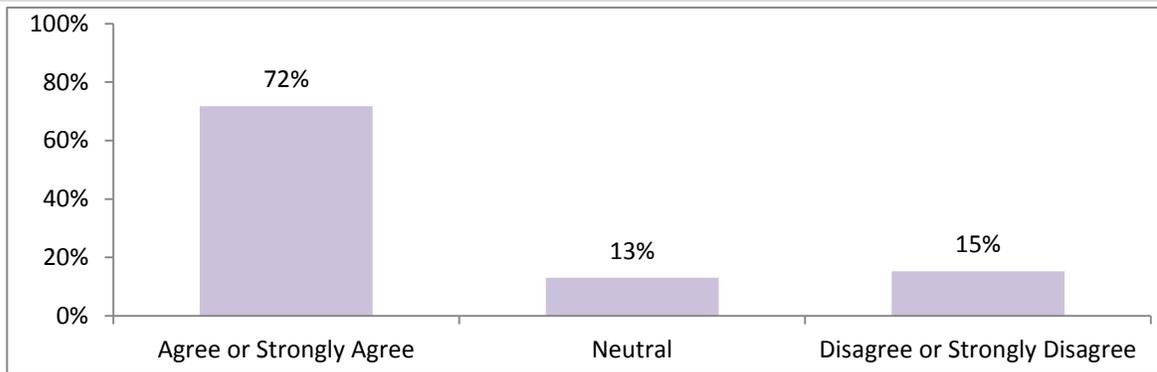
	2015	
5 Strongly Agree	38	72%
4 Agree	11	21%
3 Neutral	3	6%
2 Disagree	0	0%
1 Strongly Disagree	1	2%
Total Responses	53	
Score		4.6
NA - Not Applicable	20	
No Response	48	



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

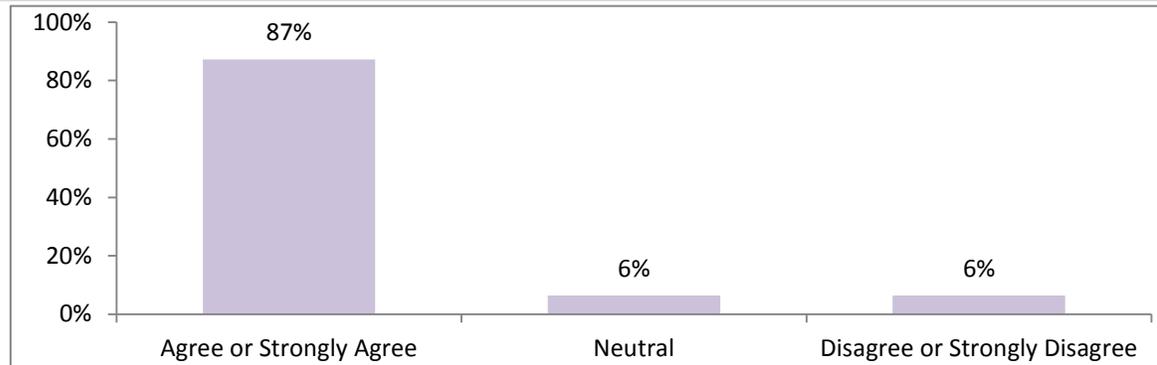
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	20	43%
4 Agree	13	28%
3 Neutral	6	13%
2 Disagree	3	7%
1 Strongly Disagree	4	9%
Total Responses	46	
Score		3.9
NA - Not Applicable	23	
No Response	52	



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

	2015	
5 Strongly Agree	27	57%
4 Agree	14	30%
3 Neutral	3	6%
2 Disagree	1	2%
1 Strongly Disagree	2	4%
Total Responses	47	
Score		4.3
NA - Not Applicable	21	
No Response	53	



Grand Traverse 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	9	8%
Civil matter	4	3%
Criminal/probation	29	24%
Divorce/custody/support	9	8%
Drug/sobriety court	5	4%
Estate/trust	3	3%
File papers	7	6%
Get information	2	2%
Guardianship/conservatorship	11	9%
Juvenile delinquency	12	10%
Landlord/Tenant	0	0%
Make a payment	18	15%
PPO	4	3%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	19	16%
Number of Respondents	119	
No Response	2	

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

	2015	
Party (Plaintiff/Defendant)	56	47%
Agency Worker	4	3%
Attorney/prosecutor	9	8%
Family/friend of party to case	19	16%
Juror	1	1%
Witness	2	2%
Other	29	25%
Number of Respondents	118	
No Response	3	

Grand Traverse County Circuit and Probate Courts

**9) What is your gender?**

	2015	
Male	40	33%
Female	81	67%
Other	0	0%
Number of Respondents	121	
No Response	0	

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

	2015	
American Indian / Alaska Nat.	4	3%
Asian	0	0%
Multiracial/biracial	0	0%
Black/African American	3	3%
Hispanic/Latino	2	2%
White/Caucasian	109	93%
Other	2	2%
Number of Respondents	117	
No Response	4	