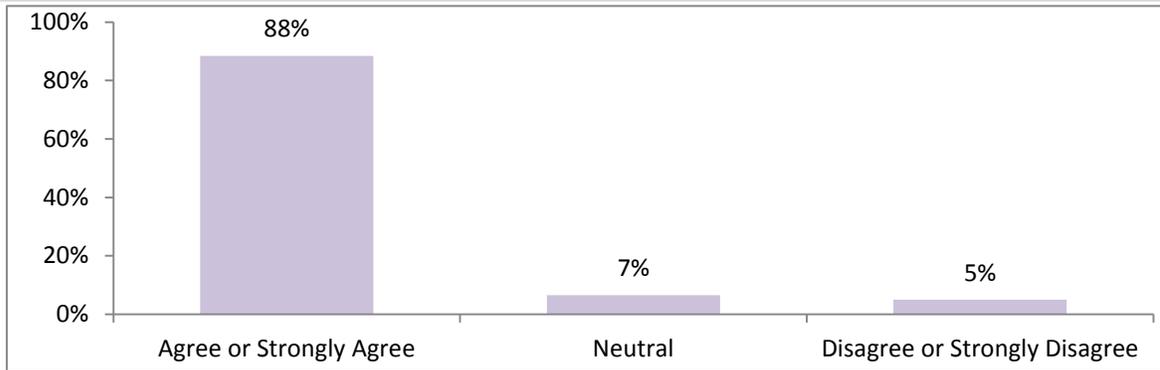


Questions 1 and 2 were directed to all respondents.

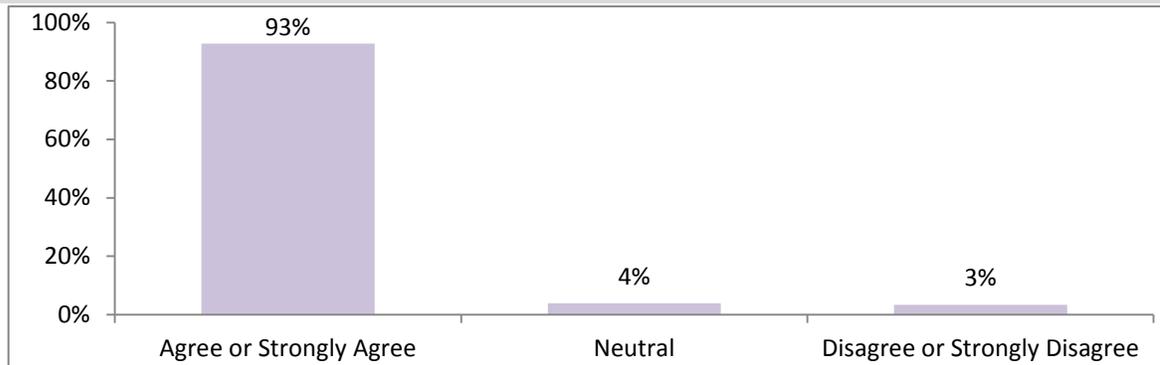
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	233	61%
4 Agree	105	27%
3 Neutral	25	7%
2 Disagree	12	3%
1 Strongly Disagree	7	2%
Total Responses	382	
Score		4.4
NA - Not Applicable	19	
No Response	2	



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

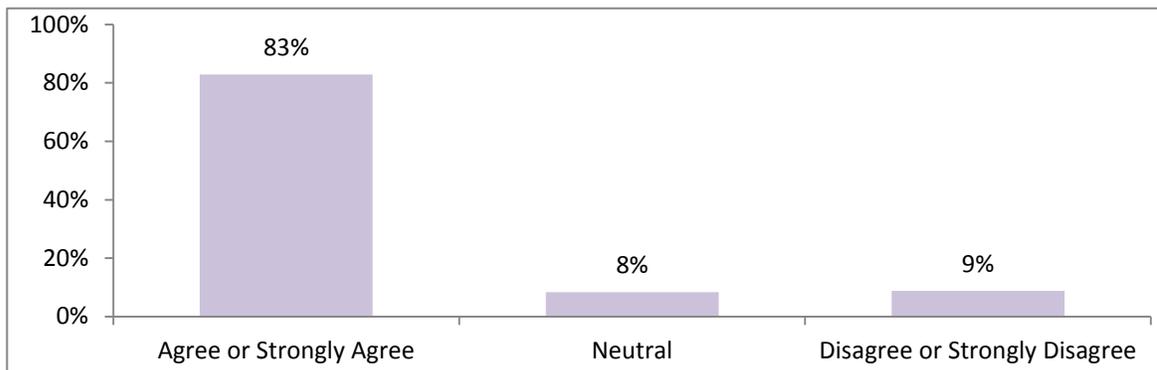
	2015	
5 Strongly Agree	275	71%
4 Agree	85	22%
3 Neutral	15	4%
2 Disagree	8	2%
1 Strongly Disagree	5	1%
Total Responses	388	
Score		4.6
NA - Not Applicable	6	
No Response	9	



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

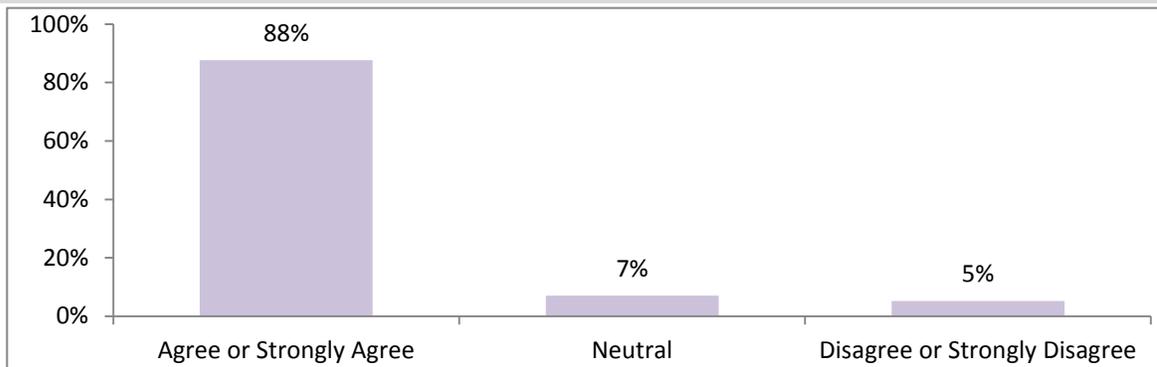
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	158	58%
4 Agree	69	25%
3 Neutral	23	8%
2 Disagree	7	3%
1 Strongly Disagree	17	6%
Total Responses	274	
Score		4.3
NA - Not Applicable	46	
No Response	83	



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

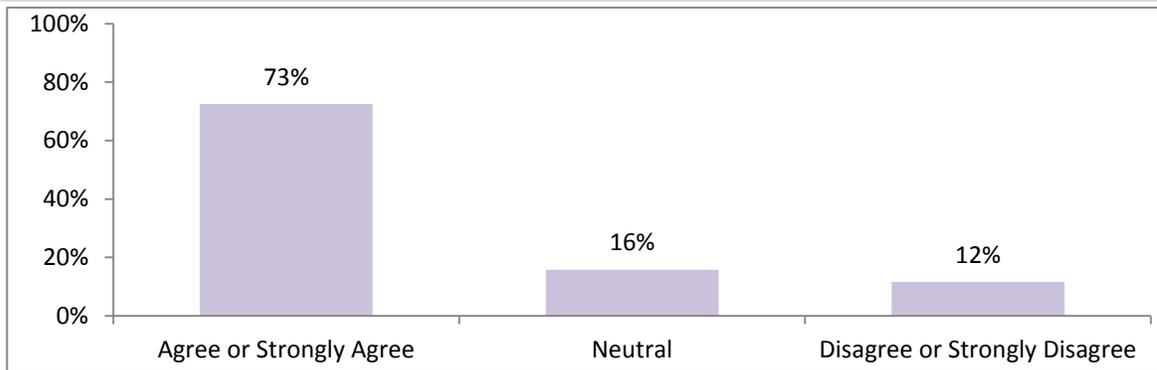
	2015	
5 Strongly Agree	176	66%
4 Agree	59	22%
3 Neutral	19	7%
2 Disagree	3	1%
1 Strongly Disagree	11	4%
Total Responses	268	
Score		4.4
NA - Not Applicable	49	
No Response	86	



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

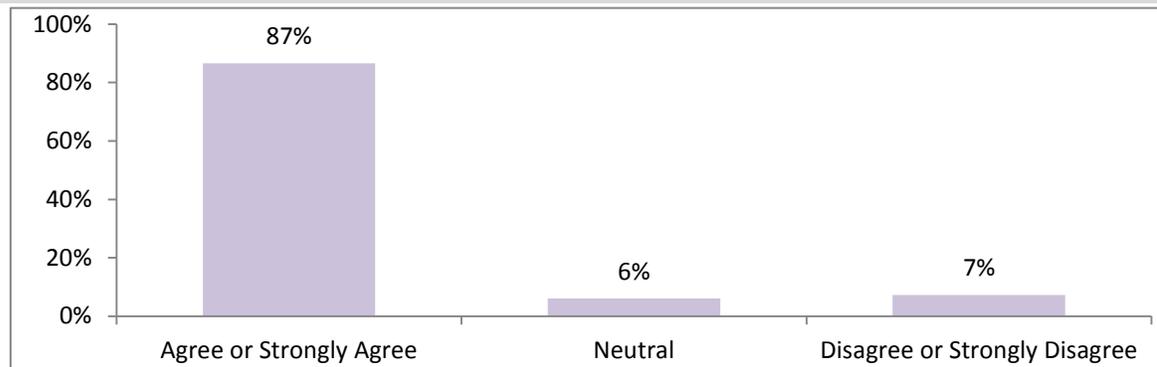
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	106	49%
4 Agree	50	23%
3 Neutral	34	16%
2 Disagree	6	3%
1 Strongly Disagree	19	9%
Total Responses	215	
Score		4.0
NA - Not Applicable	74	
No Response	114	



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

	2015	
5 Strongly Agree	141	61%
4 Agree	60	26%
3 Neutral	14	6%
2 Disagree	2	1%
1 Strongly Disagree	15	6%
Total Responses	232	
Score		4.3
NA - Not Applicable	61	
No Response	110	



Ingham 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	67	18%
Civil matter	17	5%
Criminal/probation	37	10%
Divorce/custody/support	91	24%
Drug/sobriety court	12	3%
Estate/trust	18	5%
File papers	19	5%
Get information	15	4%
Guardianship/conservatorship	68	18%
Juvenile delinquency	29	8%
Landlord/Tenant	0	0%
Make a payment	11	3%
PPO	12	3%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	45	12%
Number of Respondents	377	
No Response	26	

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

	2015	
Party (Plaintiff/Defendant)	173	44%
Agency Worker	26	7%
Attorney/prosecutor	75	19%
Family/friend of party to case	69	17%
Juror	13	3%
Witness	11	3%
Other	39	10%
Number of Respondents	396	
No Response	7	

Ingham County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	158	42%
Female	214	57%
Other	25	7%
Number of Respondents	378	
No Response	25	

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

	2015	
American Indian / Alaska Nat.	23	6%
Asian	3	1%
Multiracial/biracial	14	4%
Black/African American	104	28%
Hispanic/Latino	30	8%
White/Caucasian	219	58%
Other	24	6%
Number of Respondents	378	
No Response	25	