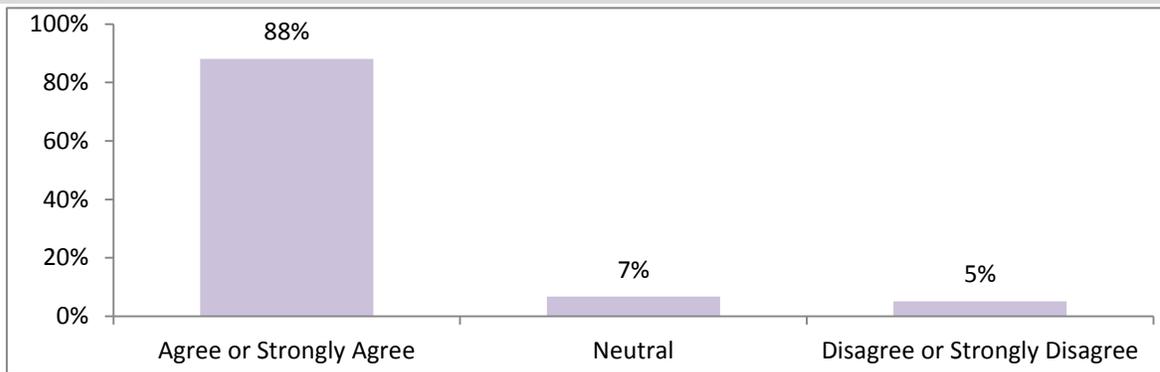


Questions 1 and 2 were directed to all respondents.

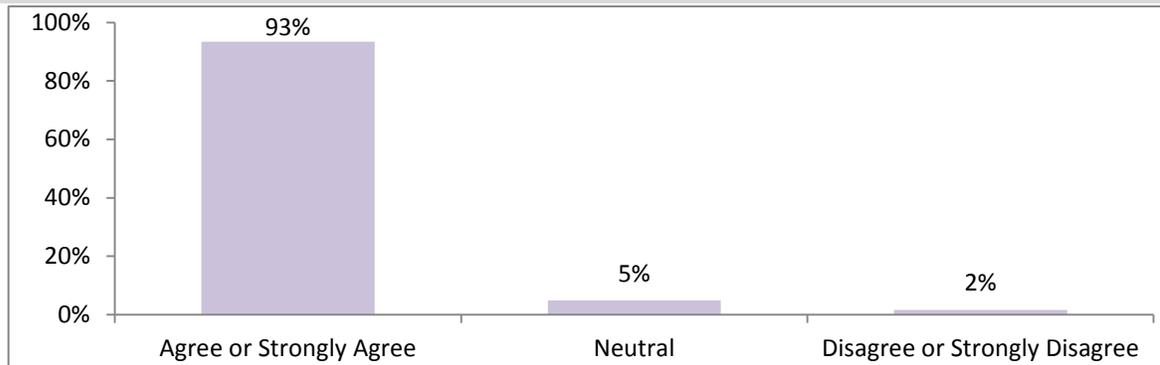
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	173	68%
4 Agree	50	20%
3 Neutral	17	7%
2 Disagree	7	3%
1 Strongly Disagree	6	2%
Total Responses	253	
Score	4.5	
NA - Not Applicable	2	
No Response	5	



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

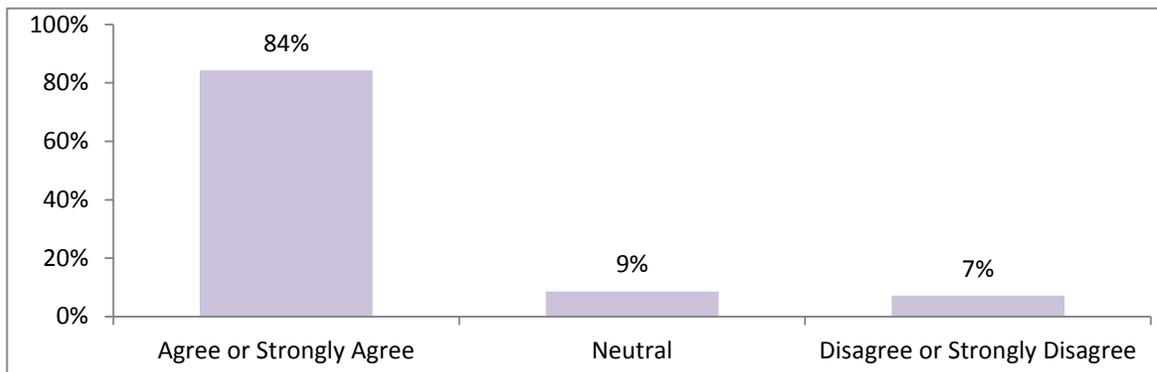
	2015	
5 Strongly Agree	181	74%
4 Agree	49	20%
3 Neutral	12	5%
2 Disagree	1	0%
1 Strongly Disagree	3	1%
Total Responses	246	
Score	4.6	
NA - Not Applicable	1	
No Response	13	



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

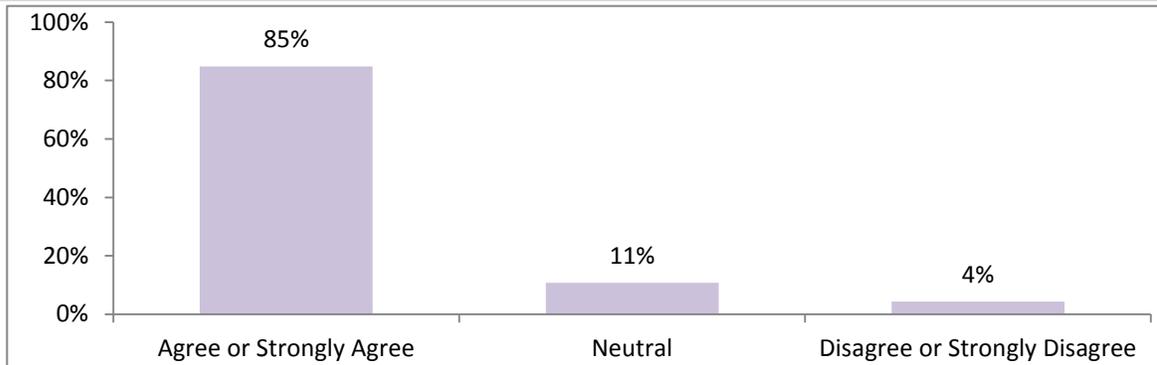
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	90	64%
4 Agree	28	20%
3 Neutral	12	9%
2 Disagree	4	3%
1 Strongly Disagree	6	4%
Total Responses	140	
Score		4.4
NA - Not Applicable	37	
No Response	83	



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

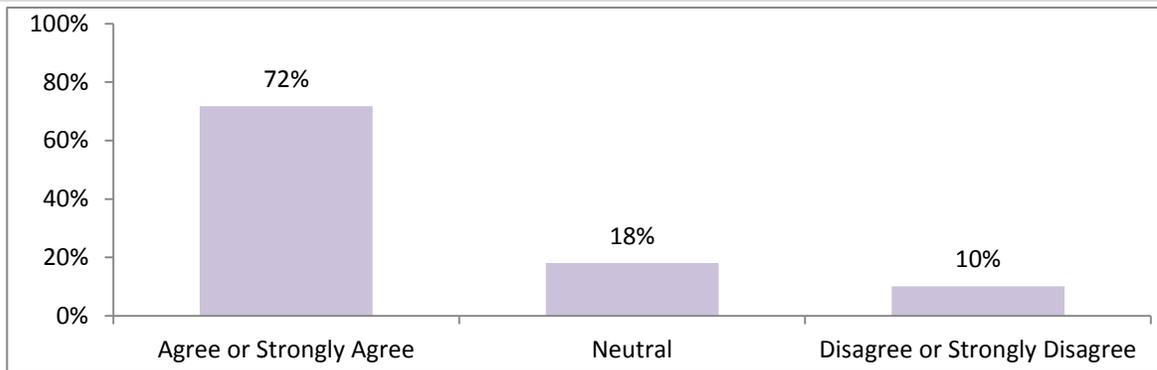
	2015	
5 Strongly Agree	91	65%
4 Agree	27	19%
3 Neutral	15	11%
2 Disagree	1	1%
1 Strongly Disagree	5	4%
Total Responses	139	
Score		4.4
NA - Not Applicable	40	
No Response	81	



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

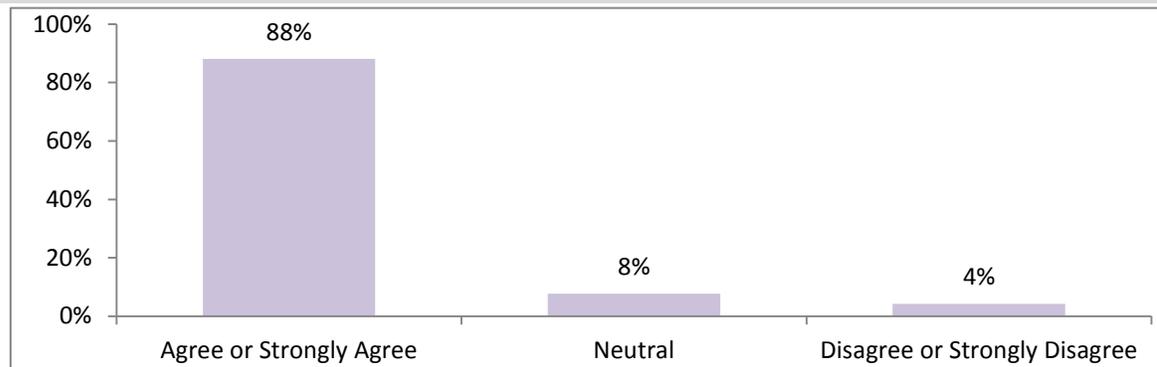
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	75	54%
4 Agree	24	17%
3 Neutral	25	18%
2 Disagree	3	2%
1 Strongly Disagree	11	8%
Total Responses	138	
Score		4.1
NA - Not Applicable	41	
No Response	81	



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

	2015	
5 Strongly Agree	89	62%
4 Agree	37	26%
3 Neutral	11	8%
2 Disagree	1	1%
1 Strongly Disagree	5	3%
Total Responses	143	
Score		4.4
NA - Not Applicable	35	
No Response	82	



Ingham County 54A District Court

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	65	25%
Criminal/probation	61	24%
Divorce/custody/support	0	0%
Drug/sobriety court	5	2%
Estate/trust	0	0%
File papers	9	4%
Get information	8	3%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	38	15%
Make a payment	12	5%
PPO	0	0%
Small claims	18	7%
Traffic/Ticket	69	27%
Other	11	4%
Number of Respondents	256	
No Response	4	

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

	2015	
Party (Plaintiff/Defendant)	160	63%
Agency Worker	8	3%
Attorney/prosecutor	28	11%
Family/friend of party to case	23	9%
Juror	6	2%
Witness	9	4%
Other	28	11%
Number of Respondents	253	
No Response	7	

Ingham County 54A District Court

9) What is your gender?

	2015	
Male	127	50%
Female	124	49%
Other	4	2%
Number of Respondents	253	
No Response	7	

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

	2015	
American Indian / Alaska Nat.	11	4%
Asian	4	2%
Multiracial/biracial	5	2%
Black/African American	99	40%
Hispanic/Latino	19	8%
White/Caucasian	119	48%
Other	16	6%
Number of Respondents	250	
No Response	10	