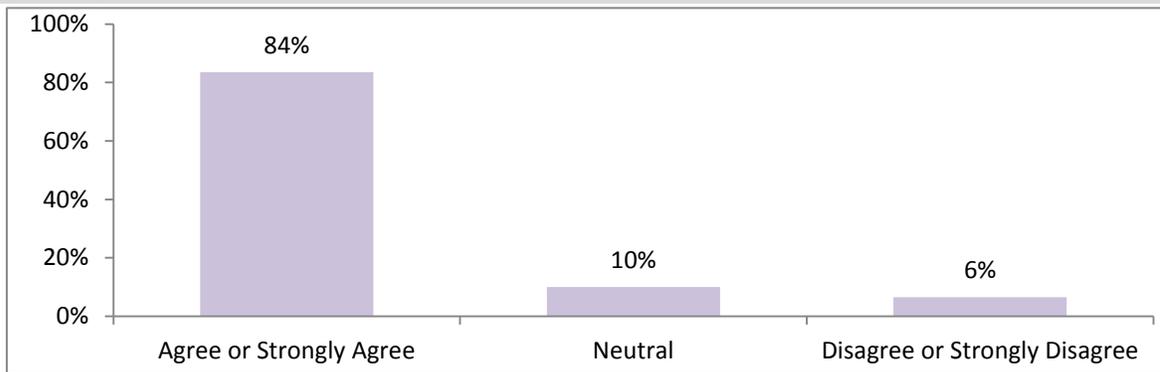


Isabella County Trial Courts

Questions 1 and 2 were directed to all respondents.

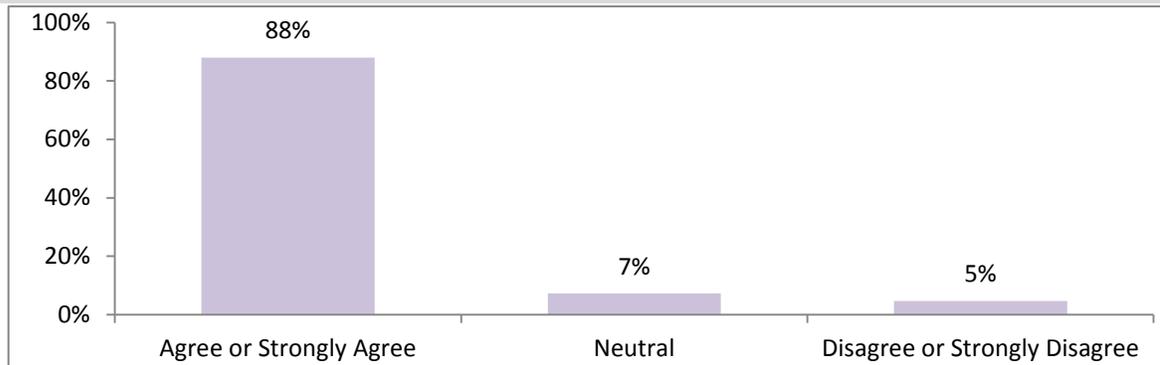
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	135	58%
4 Agree	58	25%
3 Neutral	23	10%
2 Disagree	7	3%
1 Strongly Disagree	8	3%
Total Responses	231	
Score		4.3
NA - Not Applicable	6	
No Response	3	



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

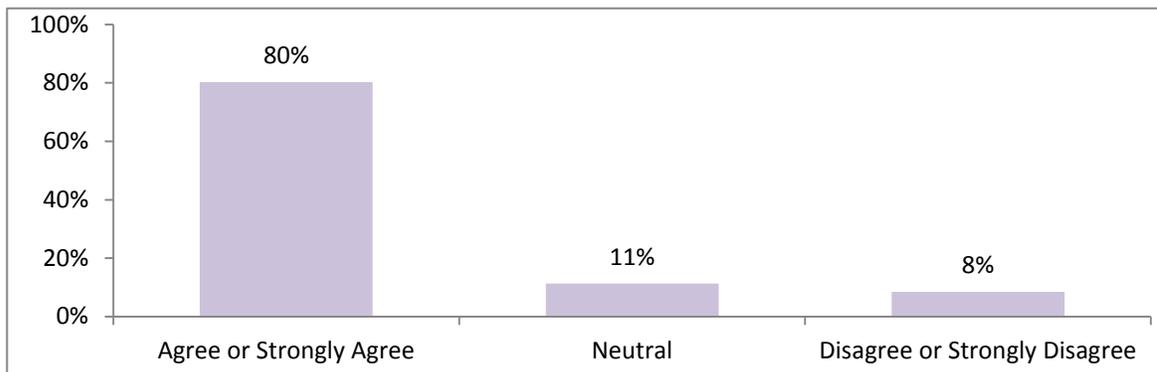
	2015	
5 Strongly Agree	152	65%
4 Agree	54	23%
3 Neutral	17	7%
2 Disagree	8	3%
1 Strongly Disagree	3	1%
Total Responses	234	
Score		4.5
NA - Not Applicable	4	
No Response	2	



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

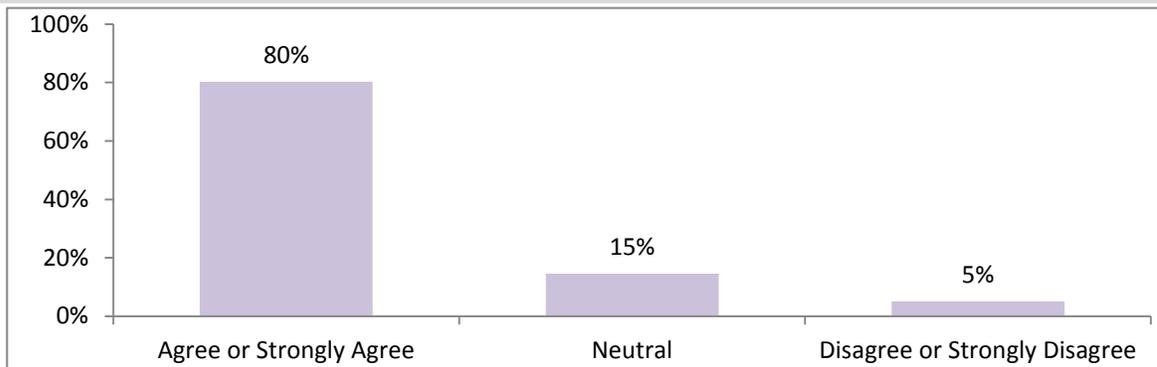
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	77	54%
4 Agree	37	26%
3 Neutral	16	11%
2 Disagree	3	2%
1 Strongly Disagree	9	6%
Total Responses	142	
Score		4.2
NA - Not Applicable	47	
No Response	51	



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

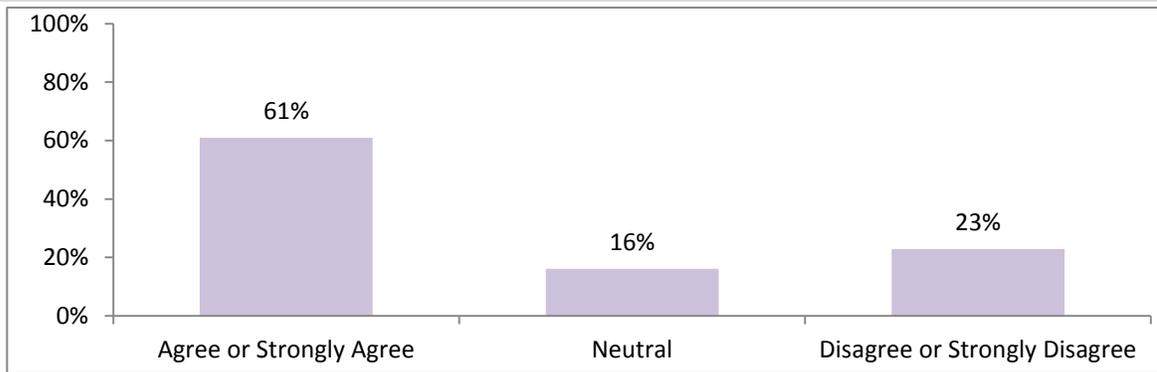
	2015	
5 Strongly Agree	78	57%
4 Agree	32	23%
3 Neutral	20	15%
2 Disagree	3	2%
1 Strongly Disagree	4	3%
Total Responses	137	
Score		4.3
NA - Not Applicable	48	
No Response	55	



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

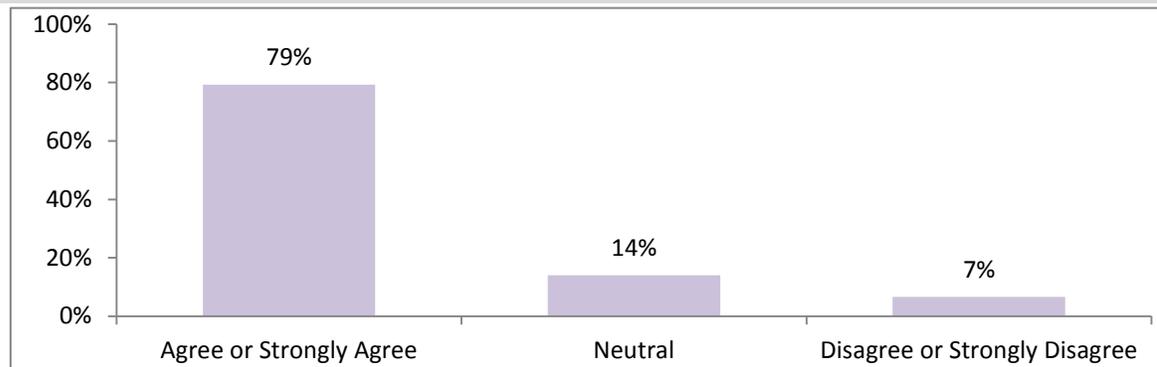
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	49	42%
4 Agree	23	19%
3 Neutral	19	16%
2 Disagree	10	8%
1 Strongly Disagree	17	14%
Total Responses	118	
Score		3.7
NA - Not Applicable	56	
No Response	65	



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

	2015	
5 Strongly Agree	69	57%
4 Agree	27	22%
3 Neutral	17	14%
2 Disagree	1	1%
1 Strongly Disagree	7	6%
Total Responses	121	
Score		4.2
NA - Not Applicable	51	
No Response	67	



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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	10	4%
Civil matter	18	8%
Criminal/probation	76	33%
Divorce/custody/support	16	7%
Drug/sobriety court	25	11%
Estate/trust	0	0%
File papers	7	3%
Get information	6	3%
Guardianship/conservatorship	6	3%
Juvenile delinquency	7	3%
Landlord/Tenant	3	1%
Make a payment	14	6%
PPO	2	1%
Small claims	2	1%
Traffic/Ticket	15	6%
Other	49	21%
Number of Respondents	231	
No Response	9	

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

	2015	
Party (Plaintiff/Defendant)	107	47%
Agency Worker	8	3%
Attorney/prosecutor	22	10%
Family/friend of party to case	43	19%
Juror	1	0%
Witness	8	3%
Other	46	20%
Number of Respondents	230	
No Response	10	

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9) What is your gender?

	2015	
Male	134	57%
Female	98	42%
Other	4	2%
Number of Respondents	235	
No Response	5	

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

	2015	
American Indian / Alaska Nat.	23	10%
Asian	2	1%
Multiracial/biracial	6	3%
Black/African American	13	6%
Hispanic/Latino	14	6%
White/Caucasian	188	81%
Other	5	2%
Number of Respondents	232	
No Response	8	