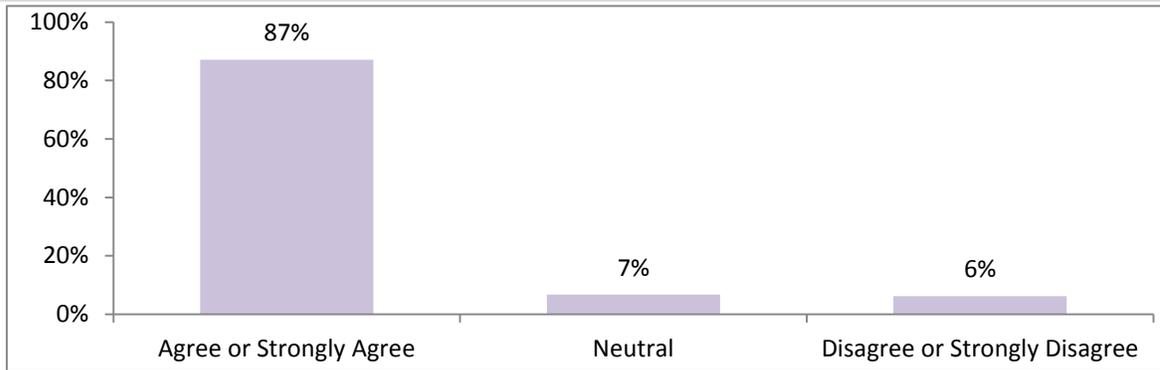


**Questions 1 and 2 were directed to all respondents.**

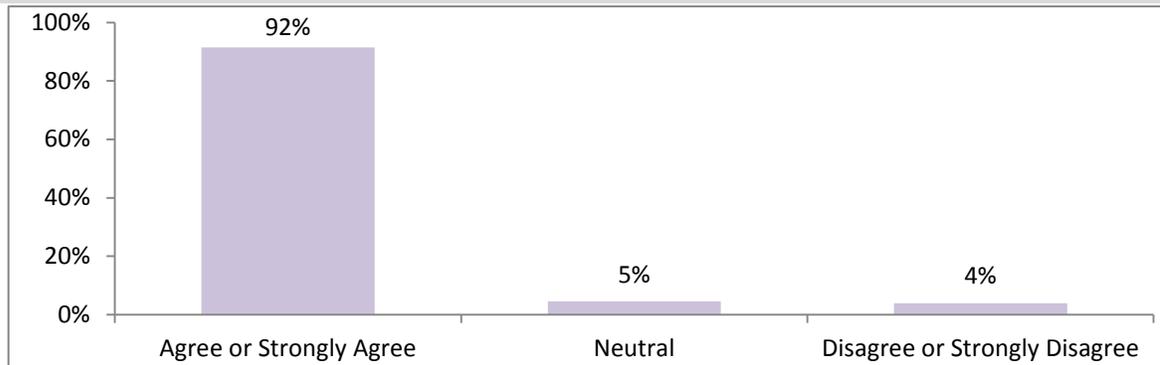
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	120	67%
4 Agree	36	20%
3 Neutral	12	7%
2 Disagree	3	2%
1 Strongly Disagree	8	4%
Total Responses	179	
Score		4.4
NA - Not Applicable	6	
No Response	4	



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

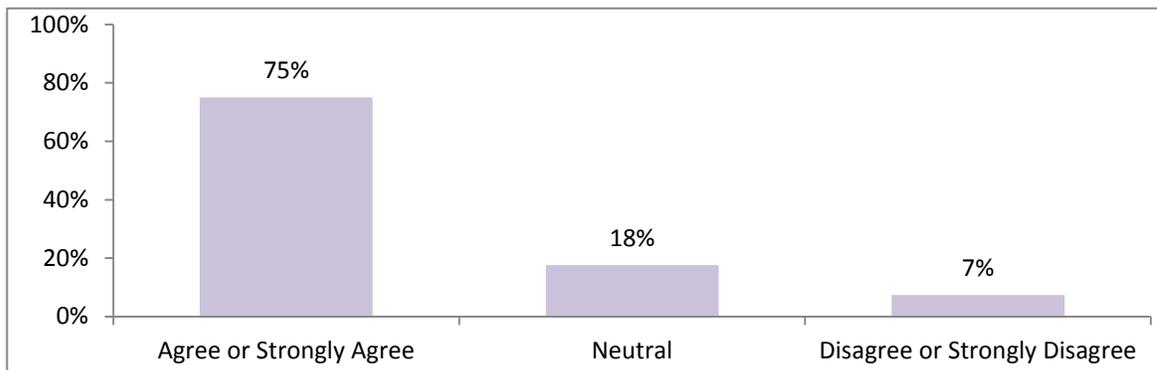
	2015	
5 Strongly Agree	135	76%
4 Agree	27	15%
3 Neutral	8	5%
2 Disagree	4	2%
1 Strongly Disagree	3	2%
Total Responses	177	
Score		4.6
NA - Not Applicable	6	
No Response	6	



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

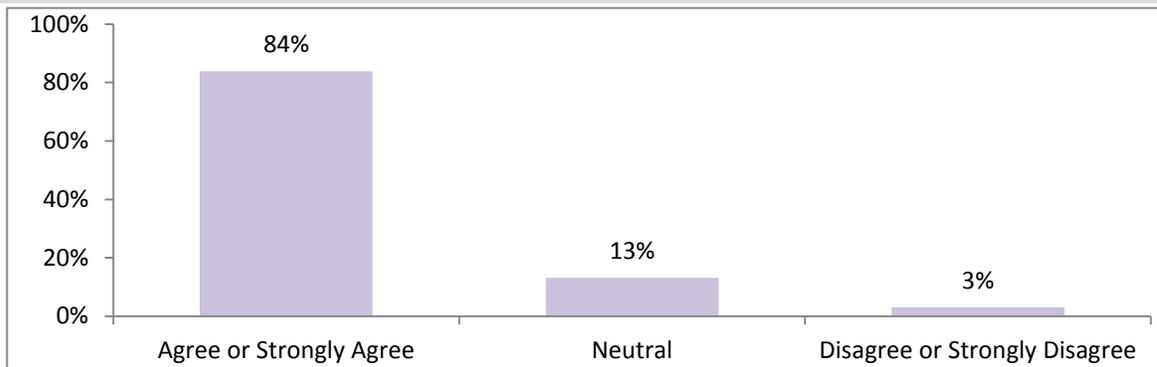
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	64	59%
4 Agree	17	16%
3 Neutral	19	18%
2 Disagree	4	4%
1 Strongly Disagree	4	4%
Total Responses	108	
Score		4.2
NA - Not Applicable	33	
No Response	48	



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

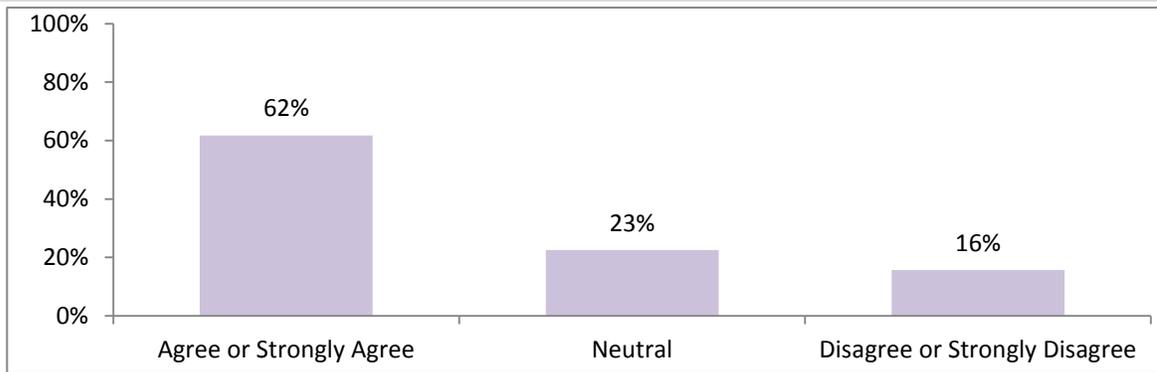
	2015	
5 Strongly Agree	58	59%
4 Agree	25	25%
3 Neutral	13	13%
2 Disagree	1	1%
1 Strongly Disagree	2	2%
Total Responses	99	
Score		4.4
NA - Not Applicable	35	
No Response	55	



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

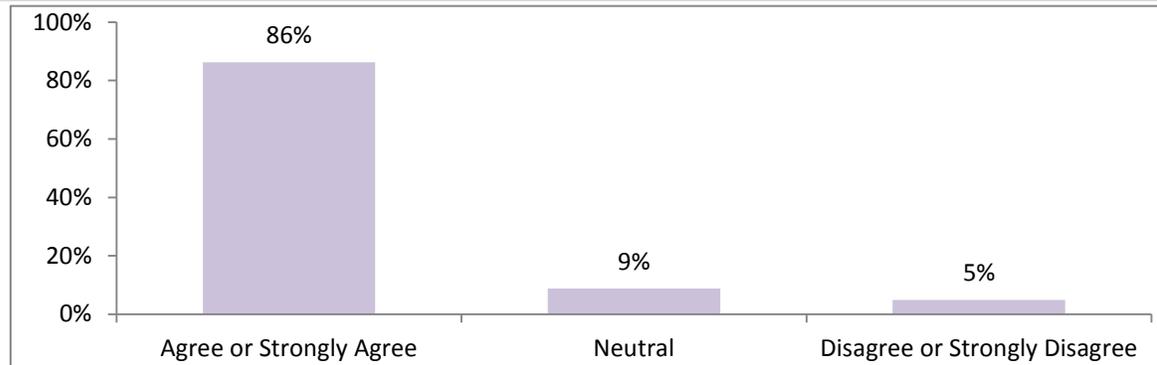
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	49	48%
4 Agree	14	14%
3 Neutral	23	23%
2 Disagree	9	9%
1 Strongly Disagree	7	7%
Total Responses	102	
Score		3.9
NA - Not Applicable	38	
No Response	49	



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

	2015	
5 Strongly Agree	63	62%
4 Agree	25	25%
3 Neutral	9	9%
2 Disagree	1	1%
1 Strongly Disagree	4	4%
Total Responses	102	
Score		4.4
NA - Not Applicable	35	
No Response	52	



Kalamazoo County 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	36	20%
Criminal/probation	30	16%
Divorce/custody/support	0	0%
Drug/sobriety court	11	6%
Estate/trust	0	0%
File papers	4	2%
Get information	5	3%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	16	9%
Make a payment	30	16%
PPO	0	0%
Small claims	3	2%
Traffic/Ticket	56	31%
Other	8	4%
Number of Respondents	183	
No Response	6	

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

	2015	
Party (Plaintiff/Defendant)	127	69%
Agency Worker	2	1%
Attorney/prosecutor	9	5%
Family/friend of party to case	20	11%
Juror	0	0%
Witness	6	3%
Other	24	13%
Number of Respondents	184	
No Response	5	

Kalamazoo County District Court

**9) What is your gender?**

	2015	
Male	102	55%
Female	84	45%
Other	1	1%
Number of Respondents	186	
No Response	3	

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

	2015	
American Indian / Alaska Nat.	5	3%
Asian	5	3%
Multiracial/biracial	4	2%
Black/African American	70	38%
Hispanic/Latino	7	4%
White/Caucasian	94	51%
Other	7	4%
Number of Respondents	185	
No Response	4	