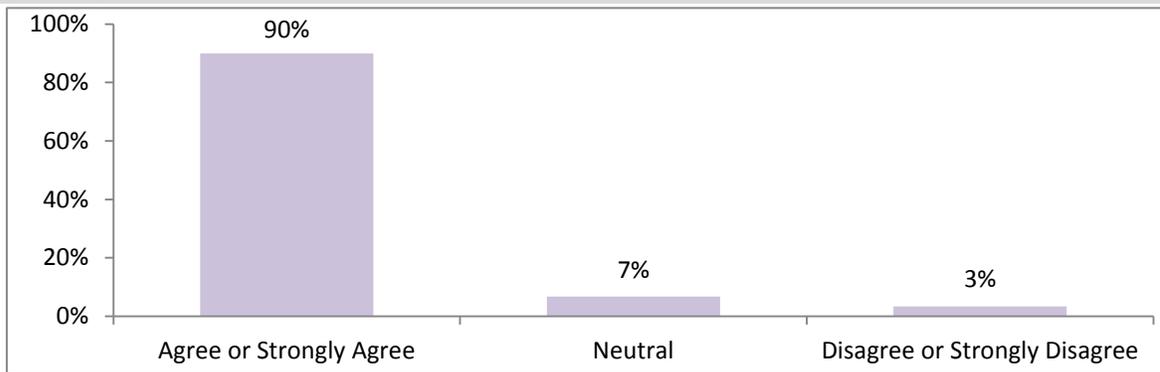


**Questions 1 and 2 were directed to all respondents.**

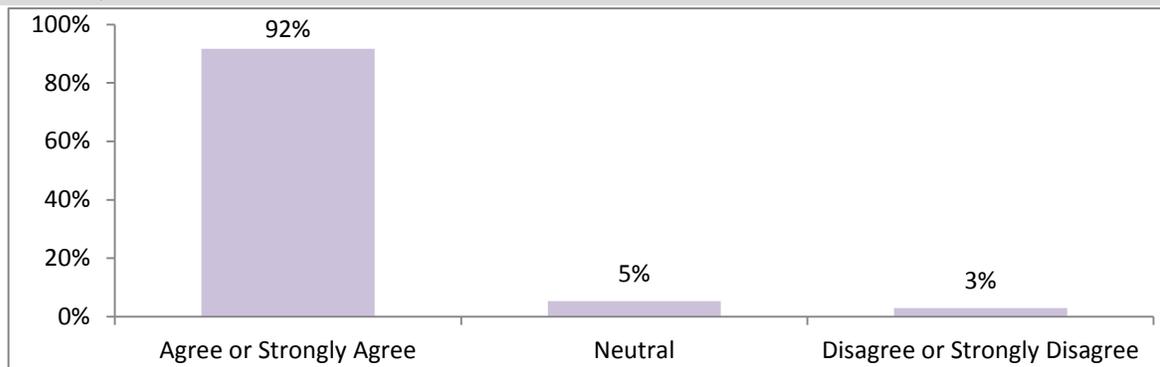
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	143	60%
4 Agree	71	30%
3 Neutral	16	7%
2 Disagree	5	2%
1 Strongly Disagree	3	1%
Total Responses	238	
Score		4.5
NA - Not Applicable	8	
No Response	2	



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

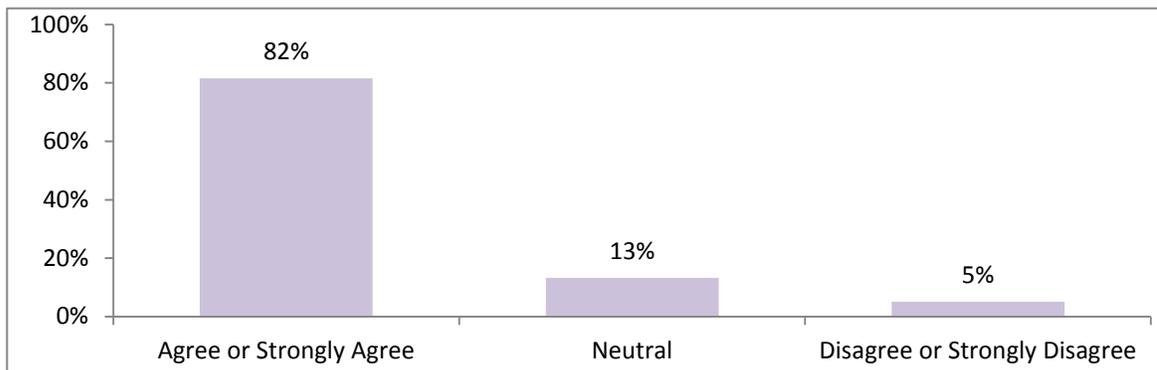
	2015	
5 Strongly Agree	166	69%
4 Agree	56	23%
3 Neutral	13	5%
2 Disagree	4	2%
1 Strongly Disagree	3	1%
Total Responses	242	
Score		4.6
NA - Not Applicable	3	
No Response	3	



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

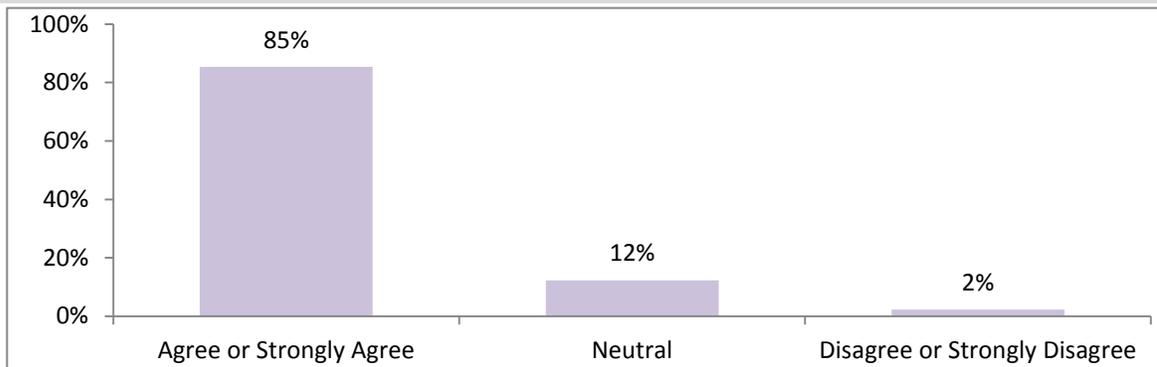
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	74	54%
4 Agree	37	27%
3 Neutral	18	13%
2 Disagree	3	2%
1 Strongly Disagree	4	3%
Total Responses	136	
Score		4.3
NA - Not Applicable	46	
No Response	66	



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

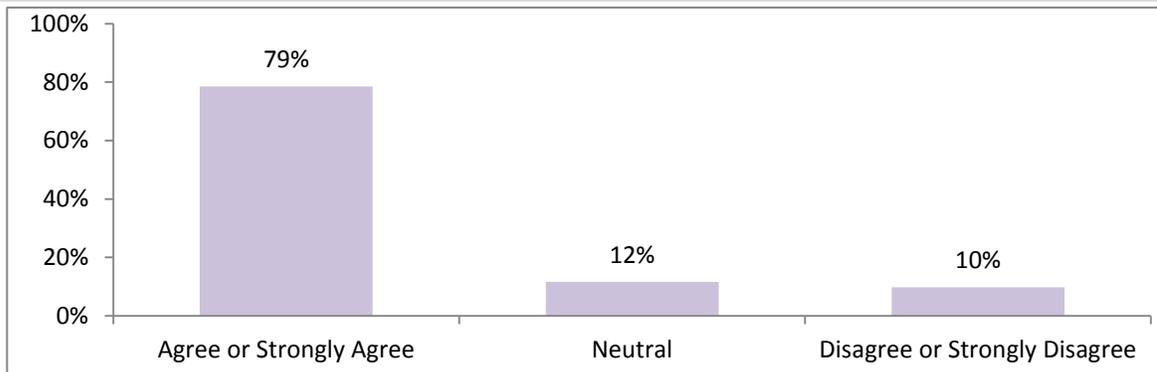
	2015	
5 Strongly Agree	87	67%
4 Agree	24	18%
3 Neutral	16	12%
2 Disagree	2	2%
1 Strongly Disagree	1	1%
Total Responses	130	
Score		4.5
NA - Not Applicable	48	
No Response	70	



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

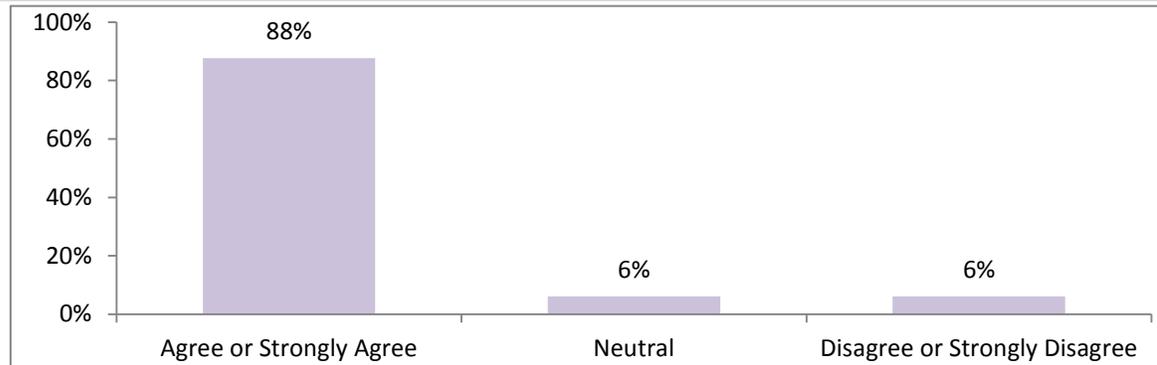
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	60	54%
4 Agree	28	25%
3 Neutral	13	12%
2 Disagree	2	2%
1 Strongly Disagree	9	8%
Total Responses	112	
Score		4.1
NA - Not Applicable	57	
No Response	79	



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

	2015	
5 Strongly Agree	71	62%
4 Agree	29	25%
3 Neutral	7	6%
2 Disagree	5	4%
1 Strongly Disagree	2	2%
Total Responses	114	
Score		4.4
NA - Not Applicable	52	
No Response	82	



Kent 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	19	10%
Civil matter	17	9%
Criminal/probation	21	11%
Divorce/custody/support	9	5%
Drug/sobriety court	2	1%
Estate/trust	12	6%
File papers	14	7%
Get information	4	2%
Guardianship/conservatorship	54	28%
Juvenile delinquency	9	5%
Landlord/Tenant	0	0%
Make a payment	5	3%
PPO	3	2%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	50	26%
Number of Respondents	195	
No Response	53	

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

	2015	
Party (Plaintiff/Defendant)	61	26%
Agency Worker	11	5%
Attorney/prosecutor	25	11%
Family/friend of party to case	47	20%
Juror	52	22%
Witness	4	2%
Other	43	18%
Number of Respondents	233	
No Response	15	

## Kent County Circuit and Probate Courts

### 9) What is your gender?

	2015	
Male	115	49%
Female	122	52%
Other	0	0%
Number of Respondents	236	
No Response	12	

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

	2015	
American Indian / Alaska Nat.	4	2%
Asian	5	2%
Multiracial/biracial	6	3%
Black/African American	51	22%
Hispanic/Latino	16	7%
White/Caucasian	158	68%
Other	5	2%
Number of Respondents	234	
No Response	14	