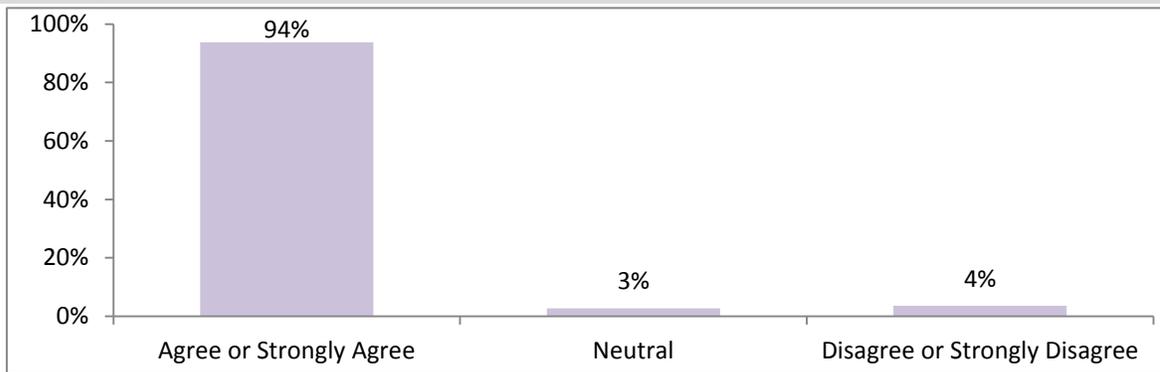


**Questions 1 and 2 were directed to all respondents.**

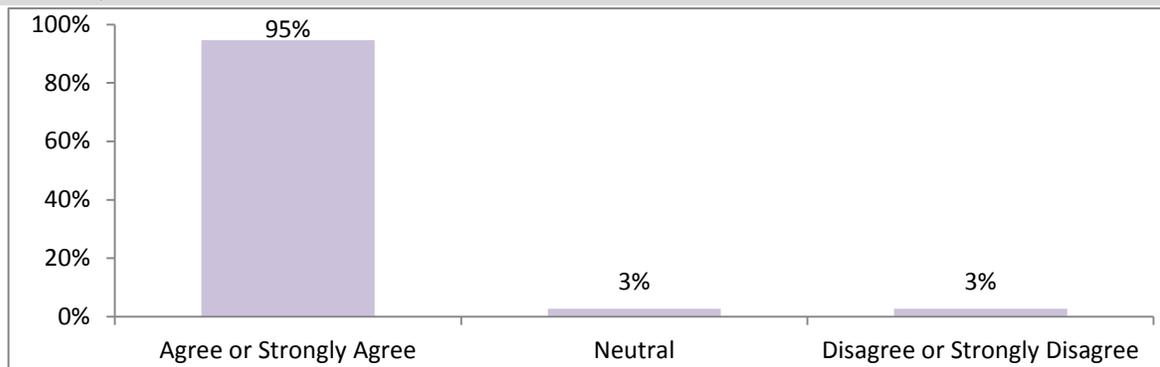
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	74	65%
4 Agree	32	28%
3 Neutral	3	3%
2 Disagree	1	1%
1 Strongly Disagree	3	3%
Total Responses	113	
Score	4.5	
NA - Not Applicable	0	
No Response	2	



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

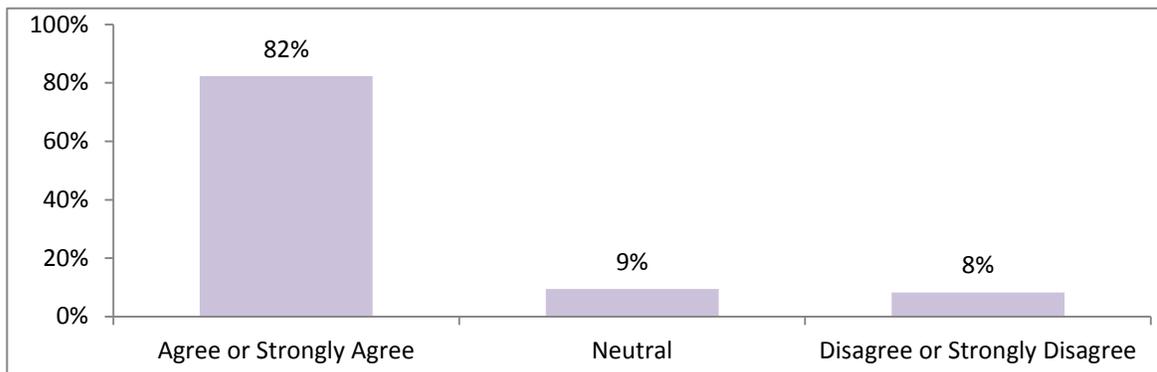
	2015	
5 Strongly Agree	81	72%
4 Agree	25	22%
3 Neutral	3	3%
2 Disagree	1	1%
1 Strongly Disagree	2	2%
Total Responses	112	
Score	4.6	
NA - Not Applicable	1	
No Response	2	



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

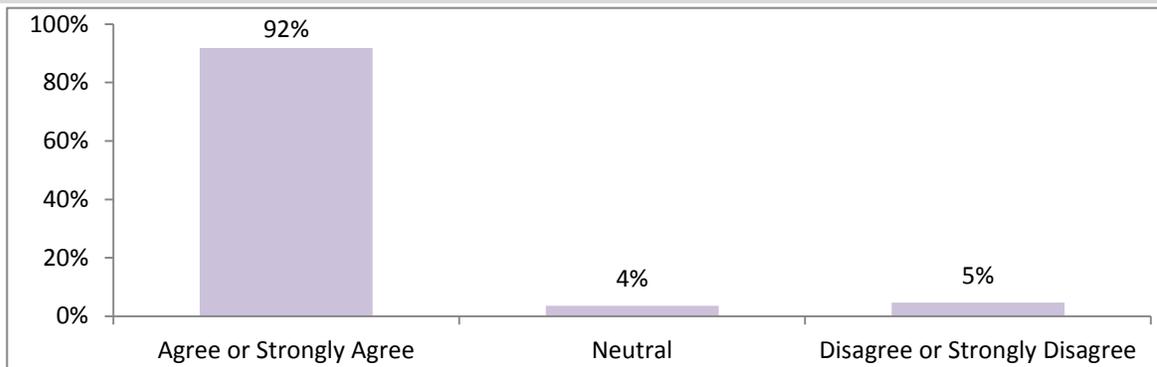
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	49	58%
4 Agree	21	25%
3 Neutral	8	9%
2 Disagree	1	1%
1 Strongly Disagree	6	7%
Total Responses	85	
Score	4.2	
NA - Not Applicable	11	
No Response	19	



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

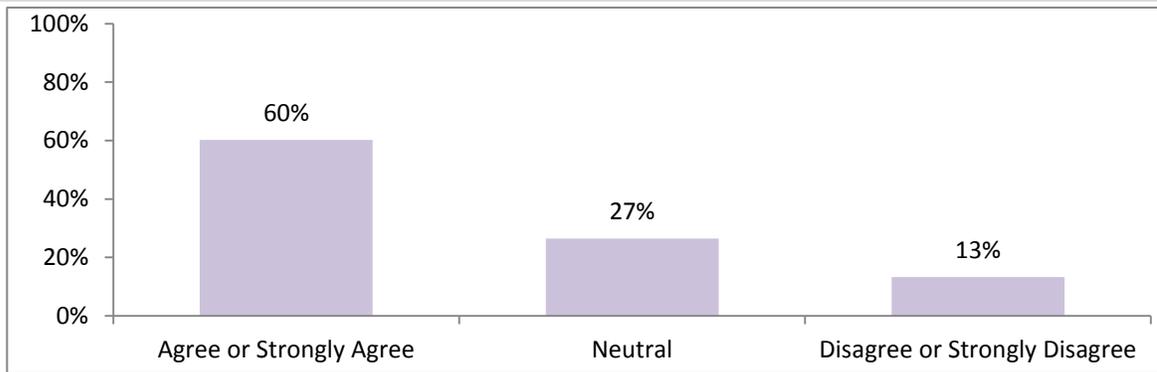
	2015	
5 Strongly Agree	56	66%
4 Agree	22	26%
3 Neutral	3	4%
2 Disagree	0	0%
1 Strongly Disagree	4	5%
Total Responses	85	
Score	4.5	
NA - Not Applicable	12	
No Response	18	



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

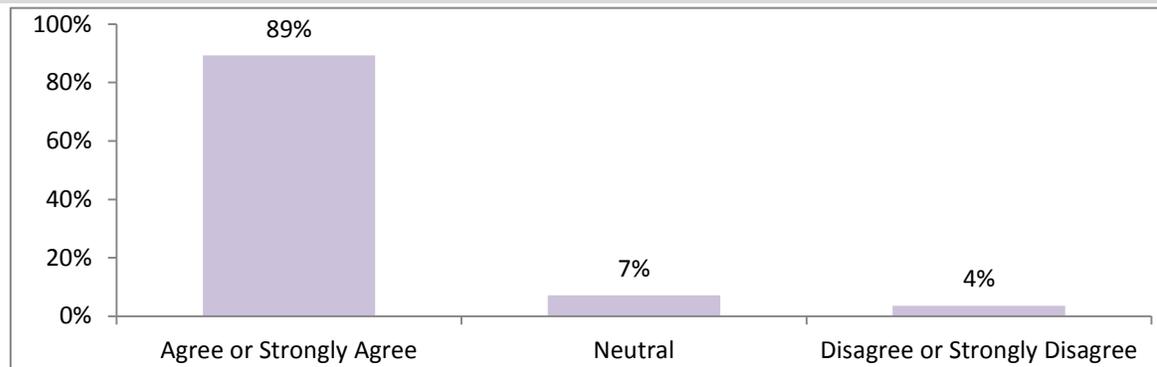
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	30	36%
4 Agree	20	24%
3 Neutral	22	27%
2 Disagree	5	6%
1 Strongly Disagree	6	7%
Total Responses	83	
Score		3.8
NA - Not Applicable	15	
No Response	17	



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

	2015	
5 Strongly Agree	52	62%
4 Agree	23	27%
3 Neutral	6	7%
2 Disagree	1	1%
1 Strongly Disagree	2	2%
Total Responses	84	
Score		4.5
NA - Not Applicable	13	
No Response	18	



Kent County 59th 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	22	20%
Criminal/probation	53	48%
Divorce/custody/support	0	0%
Drug/sobriety court	3	3%
Estate/trust	0	0%
File papers	2	2%
Get information	4	4%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	7	6%
Make a payment	5	5%
PPO	0	0%
Small claims	7	6%
Traffic/Ticket	19	17%
Other	10	9%
Number of Respondents	110	
No Response	5	

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

	2015	
Party (Plaintiff/Defendant)	66	59%
Agency Worker	16	14%
Attorney/prosecutor	15	14%
Family/friend of party to case	12	11%
Juror	1	1%
Witness	1	1%
Other	9	8%
Number of Respondents	111	
No Response	4	

Kent County 59th District Court

**9) What is your gender?**

	2015	
Male	72	65%
Female	39	35%
Other	0	0%
Number of Respondents	110	
No Response	5	

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

	2015	
American Indian / Alaska Nat.	2	2%
Asian	3	3%
Multiracial/biracial	2	2%
Black/African American	8	7%
Hispanic/Latino	19	17%
White/Caucasian	80	72%
Other	3	3%
Number of Respondents	111	
No Response	4	