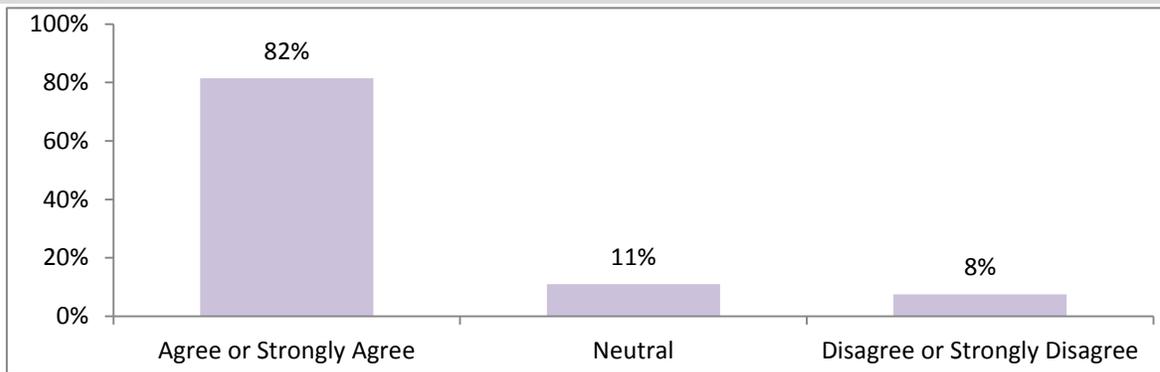


Questions 1 and 2 were directed to all respondents.

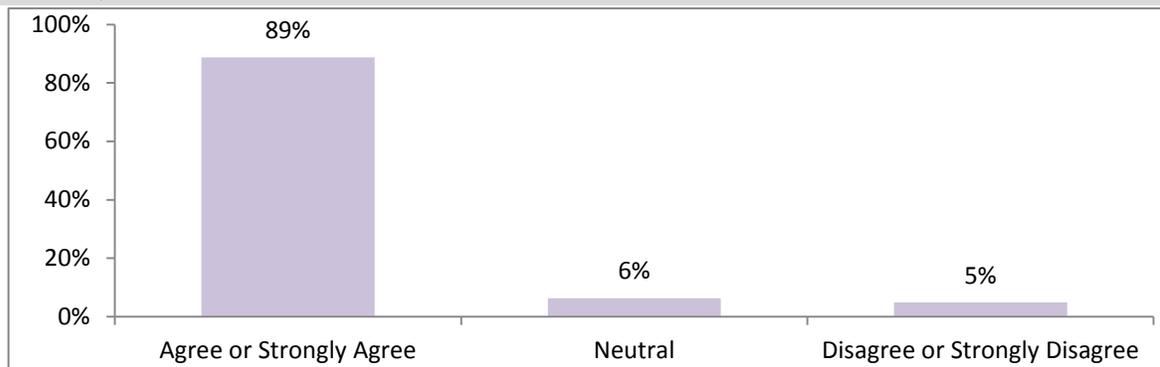
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	78	53%
4 Agree	41	28%
3 Neutral	16	11%
2 Disagree	7	5%
1 Strongly Disagree	4	3%
Total Responses	146	
Score	4.2	
NA - Not Applicable	2	
No Response	1	



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

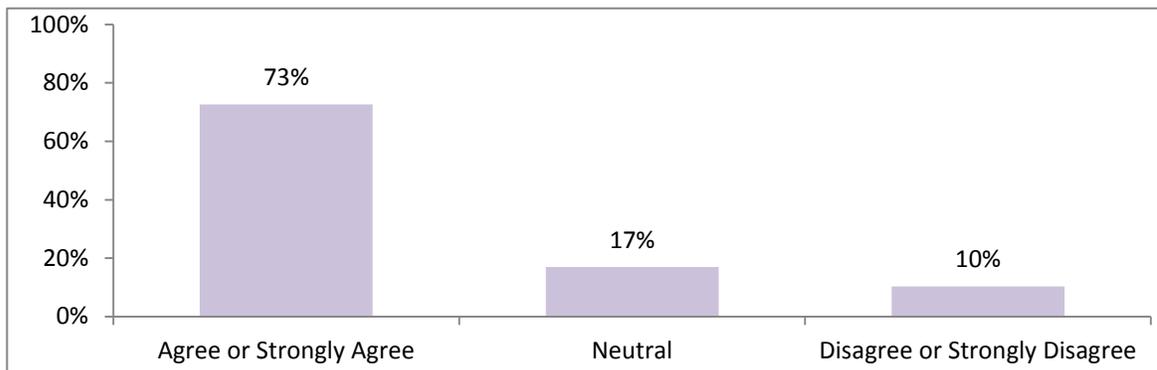
	2015	
5 Strongly Agree	89	63%
4 Agree	37	26%
3 Neutral	9	6%
2 Disagree	3	2%
1 Strongly Disagree	4	3%
Total Responses	142	
Score	4.4	
NA - Not Applicable	0	
No Response	7	



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

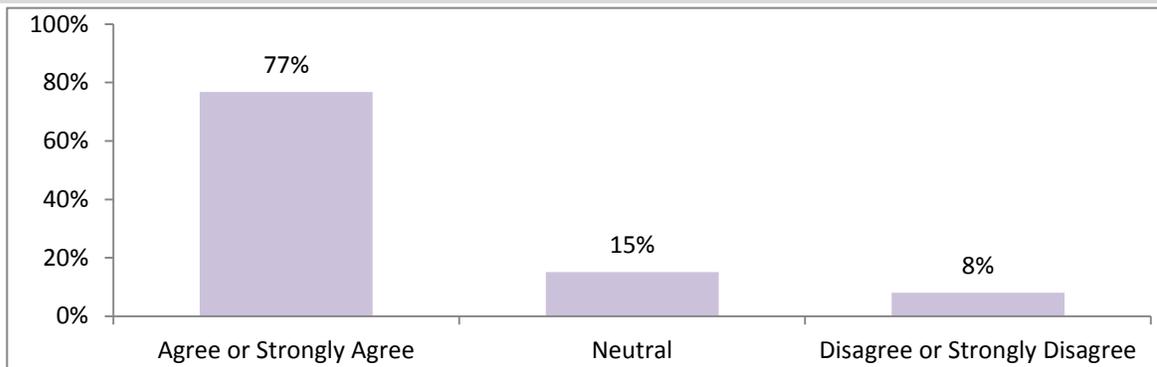
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	51	48%
4 Agree	26	25%
3 Neutral	18	17%
2 Disagree	4	4%
1 Strongly Disagree	7	7%
Total Responses	106	
Score		4.0
NA - Not Applicable	11	
No Response	32	



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

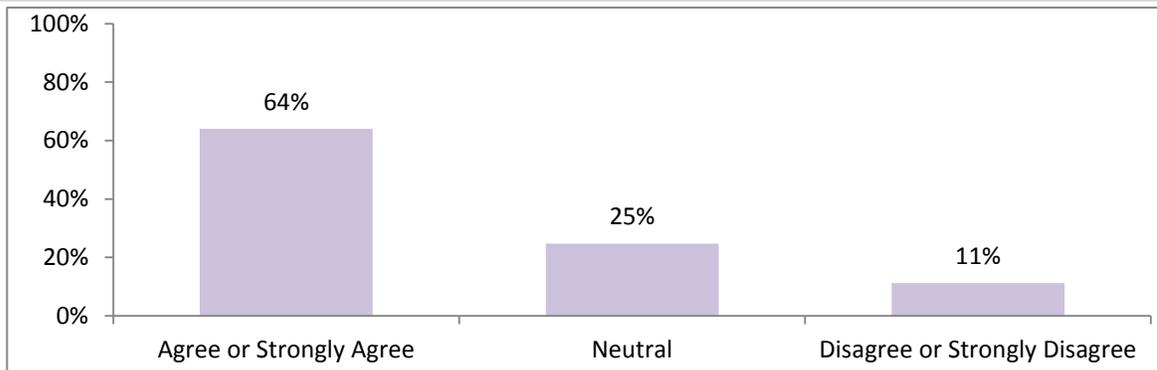
	2015	
5 Strongly Agree	57	58%
4 Agree	19	19%
3 Neutral	15	15%
2 Disagree	4	4%
1 Strongly Disagree	4	4%
Total Responses	99	
Score		4.2
NA - Not Applicable	13	
No Response	37	



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

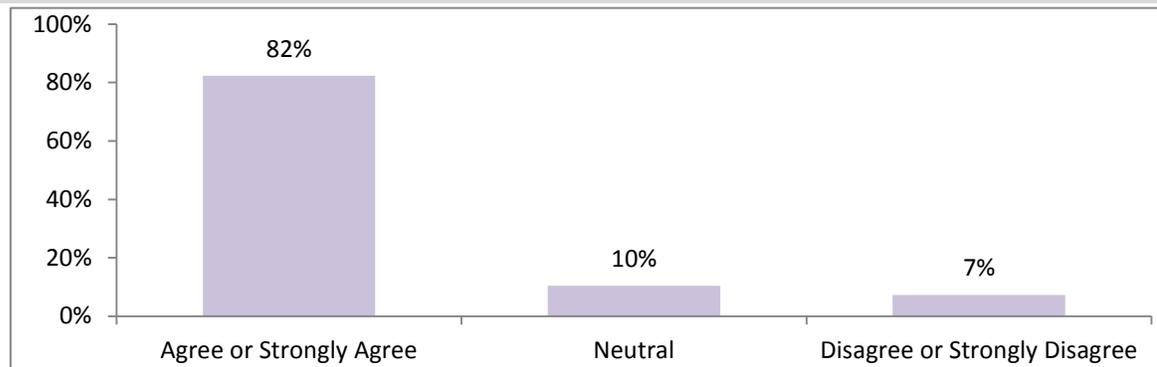
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	39	44%
4 Agree	18	20%
3 Neutral	22	25%
2 Disagree	5	6%
1 Strongly Disagree	5	6%
Total Responses	89	
Score		3.9
NA - Not Applicable	20	
No Response	40	



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

	2015	
5 Strongly Agree	55	57%
4 Agree	24	25%
3 Neutral	10	10%
2 Disagree	3	3%
1 Strongly Disagree	4	4%
Total Responses	96	
Score		4.3
NA - Not Applicable	15	
No Response	38	



Kent County 61st 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	29	20%
Criminal/probation	39	27%
Divorce/custody/support	0	0%
Drug/sobriety court	4	3%
Estate/trust	0	0%
File papers	5	3%
Get information	7	5%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	9	6%
Make a payment	15	10%
PPO	0	0%
Small claims	8	6%
Traffic/Ticket	26	18%
Other	23	16%
Number of Respondents	143	
No Response	6	

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

	2015	
Party (Plaintiff/Defendant)	75	52%
Agency Worker	5	3%
Attorney/prosecutor	9	6%
Family/friend of party to case	28	19%
Juror	2	1%
Witness	6	4%
Other	26	18%
Number of Respondents	145	
No Response	4	

Kent County 61st District Court

9) What is your gender?

	2015	
Male	68	47%
Female	76	53%
Other	0	0%
Number of Respondents	144	
No Response	5	

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

	2015	
American Indian / Alaska Nat.	5	4%
Asian	1	1%
Multiracial/biracial	1	1%
Black/African American	59	42%
Hispanic/Latino	24	17%
White/Caucasian	55	40%
Other	4	3%
Number of Respondents	139	
No Response	10	