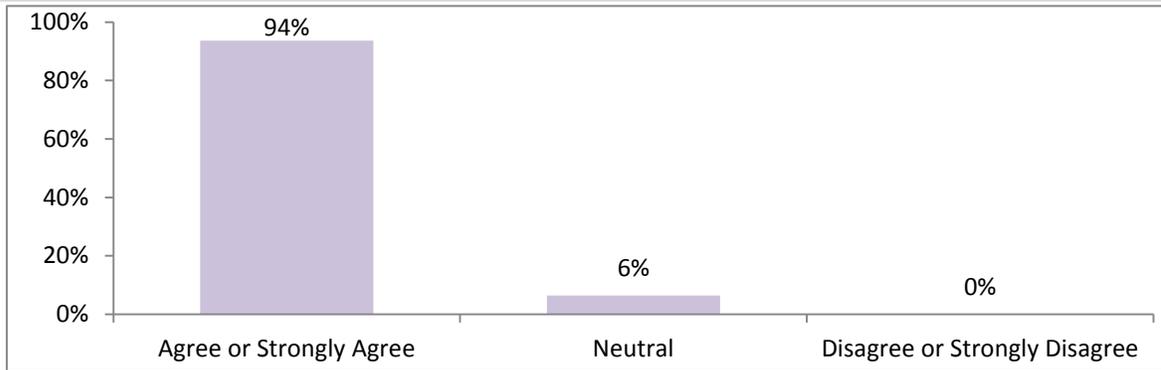


Questions 1 and 2 were directed to all respondents.

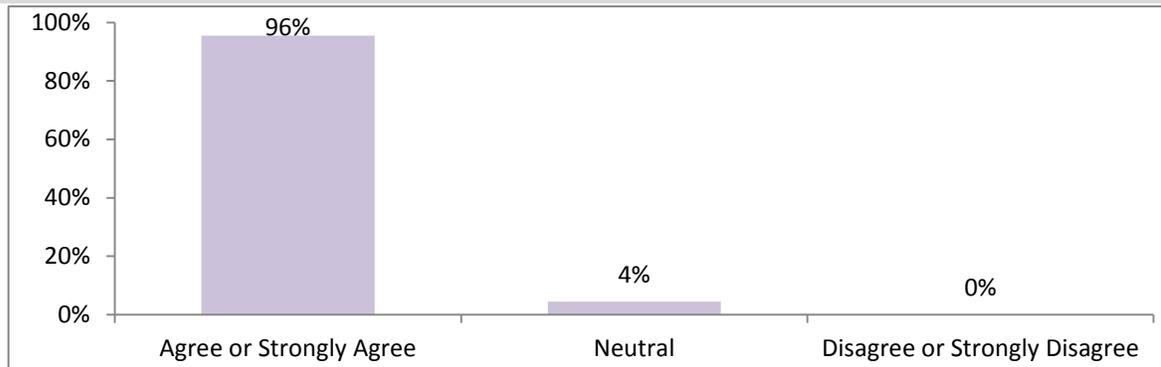
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	37	79%
4 Agree	7	15%
3 Neutral	3	6%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	47	
Score		4.7
NA - Not Applicable	0	
No Response	1	



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

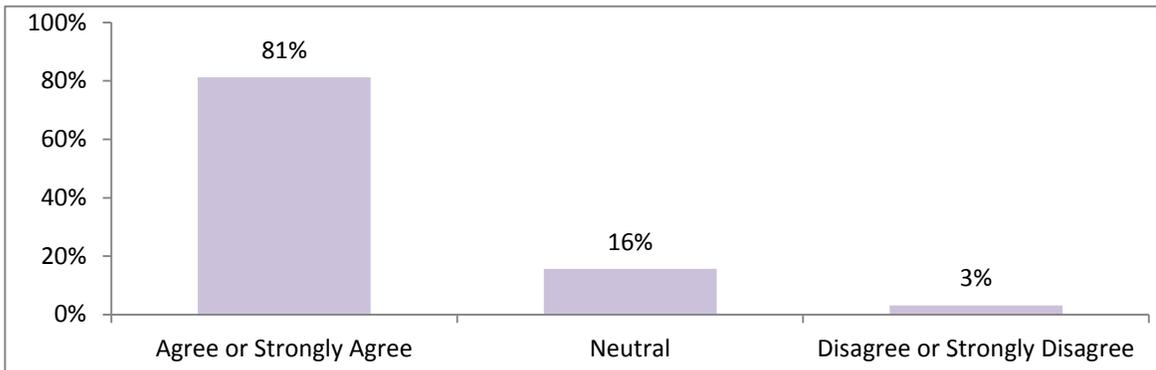
	2015	
5 Strongly Agree	32	71%
4 Agree	11	24%
3 Neutral	2	4%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	45	
Score		4.7
NA - Not Applicable	0	
No Response	3	



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

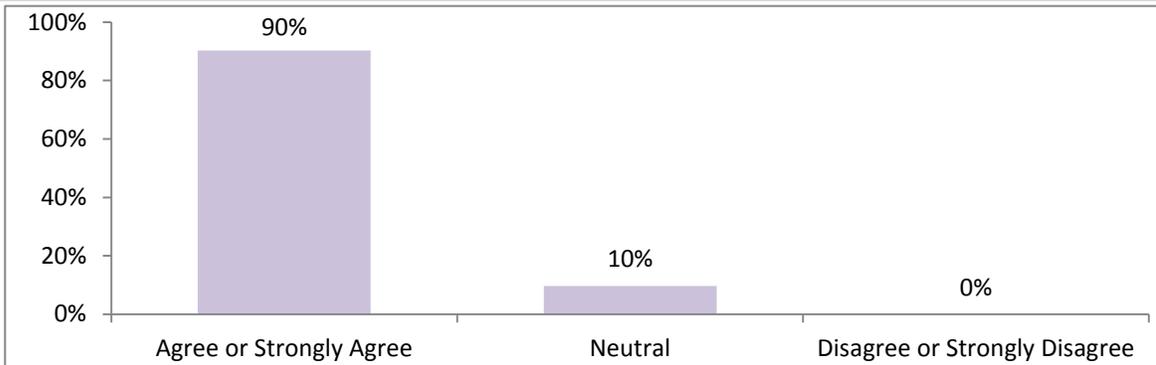
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	16	50%
4 Agree	10	31%
3 Neutral	5	16%
2 Disagree	1	3%
1 Strongly Disagree	0	0%
Total Responses	32	
Score		4.3
NA - Not Applicable	5	
No Response	11	



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

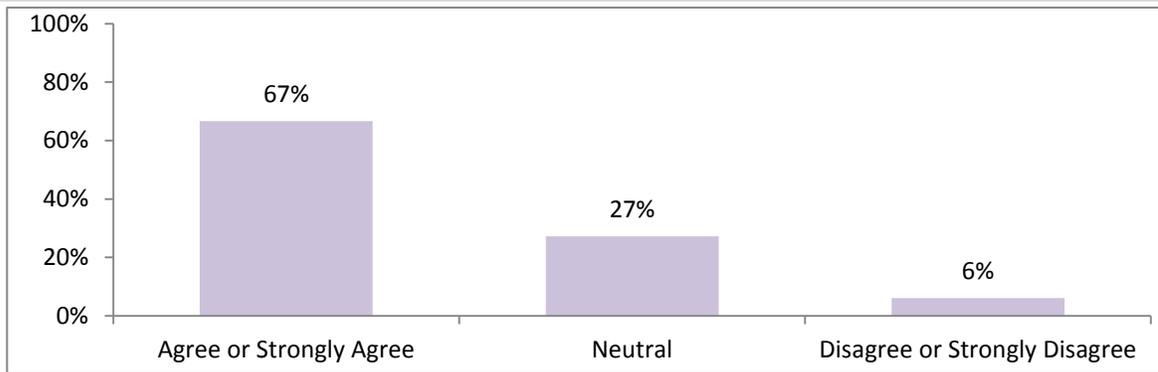
	2015	
5 Strongly Agree	20	65%
4 Agree	8	26%
3 Neutral	3	10%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	31	
Score		4.5
NA - Not Applicable	5	
No Response	12	



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

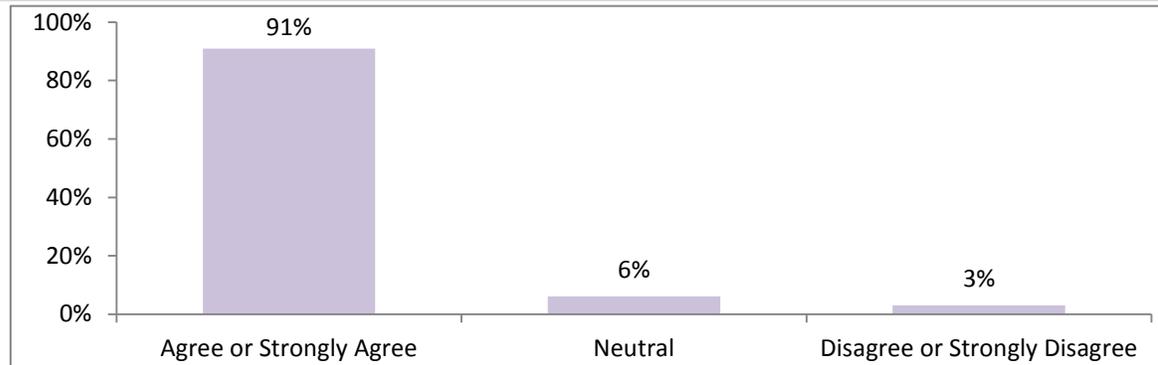
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	14	42%
4 Agree	8	24%
3 Neutral	9	27%
2 Disagree	1	3%
1 Strongly Disagree	1	3%
Total Responses	33	
Score		4.0
NA - Not Applicable	6	
No Response	9	



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

	2015	
5 Strongly Agree	20	61%
4 Agree	10	30%
3 Neutral	2	6%
2 Disagree	0	0%
1 Strongly Disagree	1	3%
Total Responses	33	
Score		4.5
NA - Not Applicable	5	
No Response	10	



Kent County 62A 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	11	24%
Criminal/probation	8	17%
Divorce/custody/support	0	0%
Drug/sobriety court	0	0%
Estate/trust	0	0%
File papers	0	0%
Get information	1	2%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	6	13%
Make a payment	2	4%
PPO	0	0%
Small claims	5	11%
Traffic/Ticket	14	30%
Other	2	4%
Number of Respondents	46	
No Response	2	

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

	2015	
Party (Plaintiff/Defendant)	34	72%
Agency Worker	1	2%
Attorney/prosecutor	4	9%
Family/friend of party to case	4	9%
Juror	0	0%
Witness	3	6%
Other	5	11%
Number of Respondents	47	
No Response	1	

Kent County 62A District Court

9) What is your gender?

	2015	
Male	30	63%
Female	18	38%
Other	0	0%
Number of Respondents	48	
No Response	0	

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

	2015	
American Indian / Alaska Nat.	1	2%
Asian	0	0%
Multiracial/biracial	3	6%
Black/African American	12	25%
Hispanic/Latino	10	21%
White/Caucasian	29	60%
Other	1	2%
Number of Respondents	48	
No Response	0	