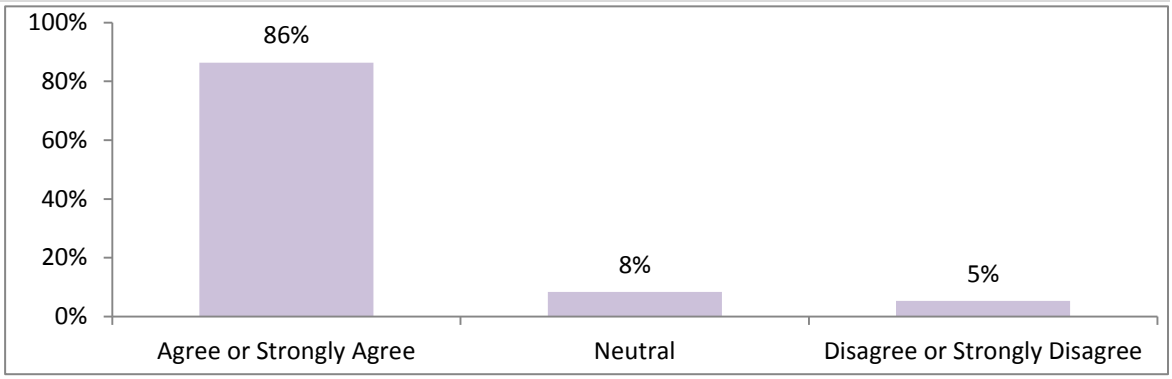
Questions 1 and 2 were directed to all respondents.

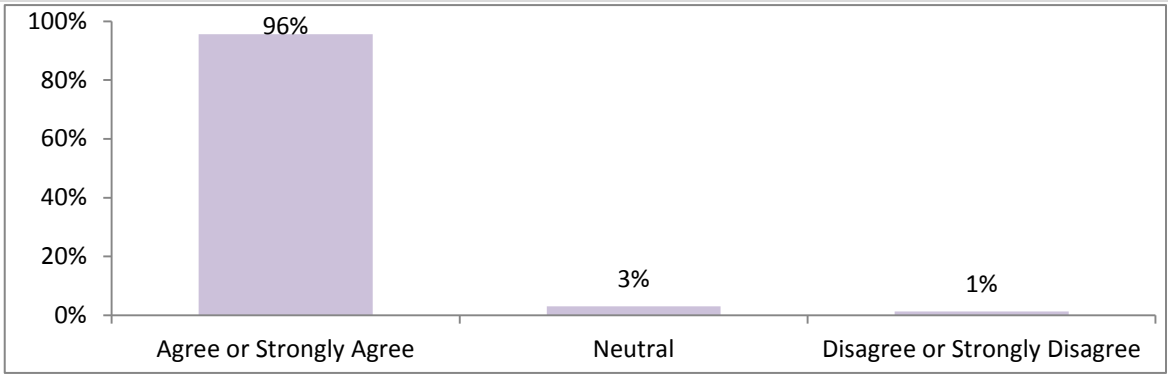
1) I was able to get my court business done in a reasonable amount of time today.

		2015	
5	Strongly Agree	153	67%
4	Agree	43	19%
3	Neutral	19	8%
2	Disagree	9	4%
1	Strongly Disagree	3	1%
	Total Responses	227	
	Score		4.5
	NA - Not Applicable	7	
	No Response	6	



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

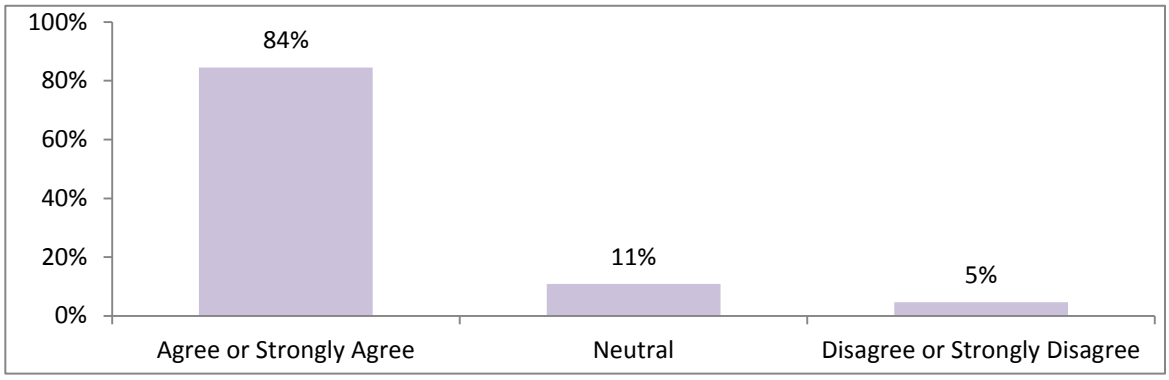
		2015	
5	Strongly Agree	181	79%
4	Agree	38	17%
3	Neutral	7	3%
2	Disagree	2	1%
1	Strongly Disagree	1	0%
	Total Responses	229	
	Score		4.7
	NA - Not Applicable	4	
	No Response	7	



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

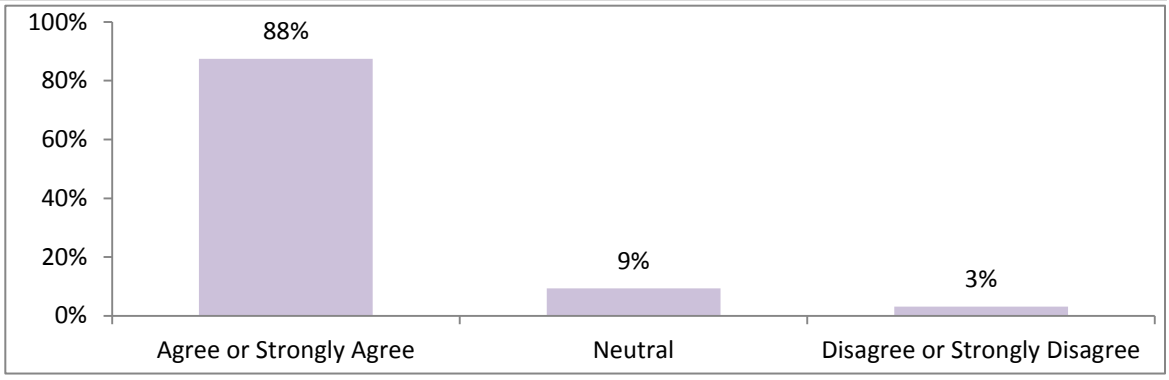
3) The way the case was handled was fair.

		2015	
5	Strongly Agree	89	69%
4	Agree	20	16%
3	Neutral	14	11%
2	Disagree	1	1%
1	Strongly Disagree	5	4%
	Total Responses	129	
	Score		4.4
	NA - Not Applicable	47	
	No Response	64	



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

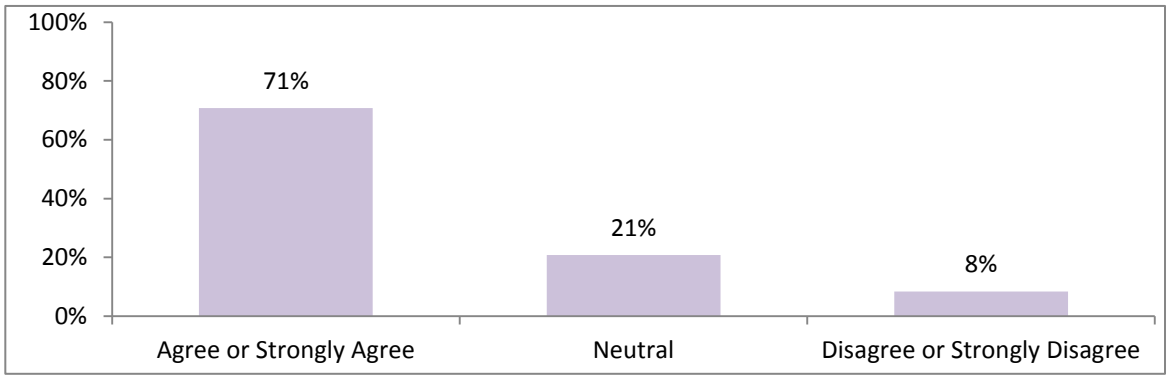
		2015	
5	Strongly Agree	91	71%
4	Agree	21	16%
3	Neutral	12	9%
2	Disagree	1	1%
1	Strongly Disagree	3	2%
	Total Responses	128	
	Score		4.5
	NA - Not Applicable	45	
	No Response	67	



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

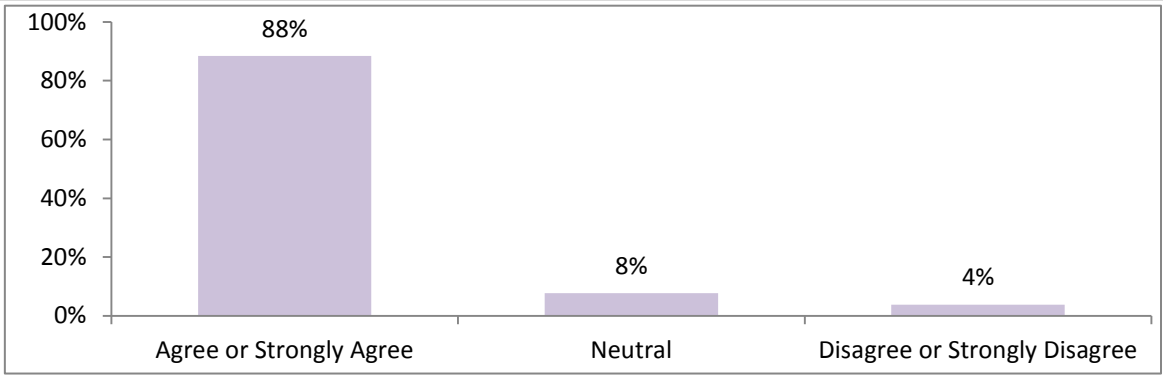
5) The outcome in my case was favorable to me.

		2015	
5	Strongly Agree	65	54%
4	Agree	20	17%
3	Neutral	25	21%
2	Disagree	4	3%
1	Strongly Disagree	6	5%
	Total Responses	120	
	Score		4.1
	NA - Not Applicable	48	
	No Response	72	



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

		2015	
5	Strongly Agree	93	72%
4	Agree	22	17%
3	Neutral	10	8%
2	Disagree	1	1%
1	Strongly Disagree	4	3%
	Total Responses	130	
	Score		4.5
	NA - Not Applicable	44	
	No Response	66	



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	46	20%
Criminal/probation	79	35%
Divorce/custody/support	0	0%
Drug/sobriety court	10	4%
Estate/trust	0	0%
File papers	4	2%
Get information	5	2%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	16	7%
Make a payment	5	2%
PPO	0	0%
Small claims	11	5%
Traffic/Ticket	59	26%
Other	20	9%
Number of Respondents	227	
No Response	13	

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

	2015	
Party (Plaintiff/Defendant)	118	53%
Agency Worker	5	2%
Attorney/prosecutor	34	15%
Family/friend of party to case	31	14%
Juror	5	2%
Witness	10	4%
Other	27	12%
Number of Respondents	224	
No Response	16	

Kent County 63rd District Court

9) What is your gender?

	2015	
Male	125	54%
Female	106	46%
Other	3	1%
Number of Respondents	231	
No Response	9	

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

	2015	
American Indian / Alaska Nat.	10	4%
Asian	3	1%
Multiracial/biracial	7	3%
Black/African American	31	13%
Hispanic/Latino	16	7%
White/Caucasian	179	76%
Other	5	2%
Number of Respondents	234	
No Response	6	