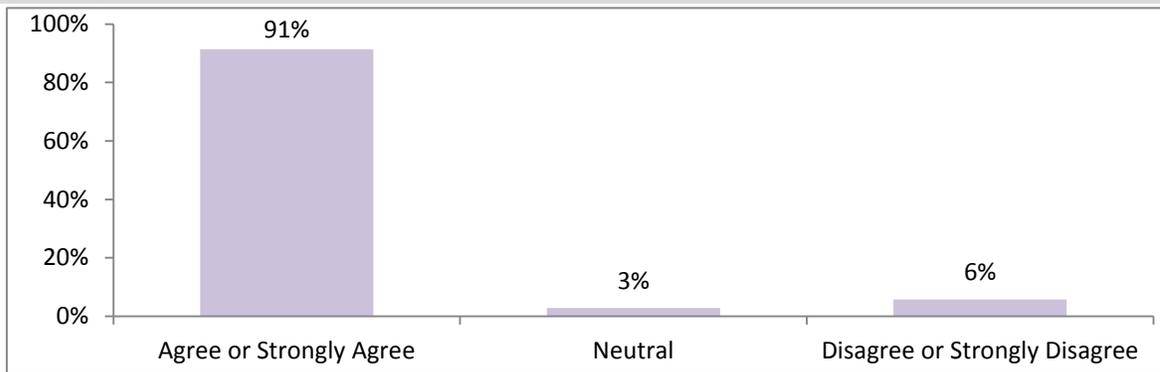


Questions 1 and 2 were directed to all respondents.

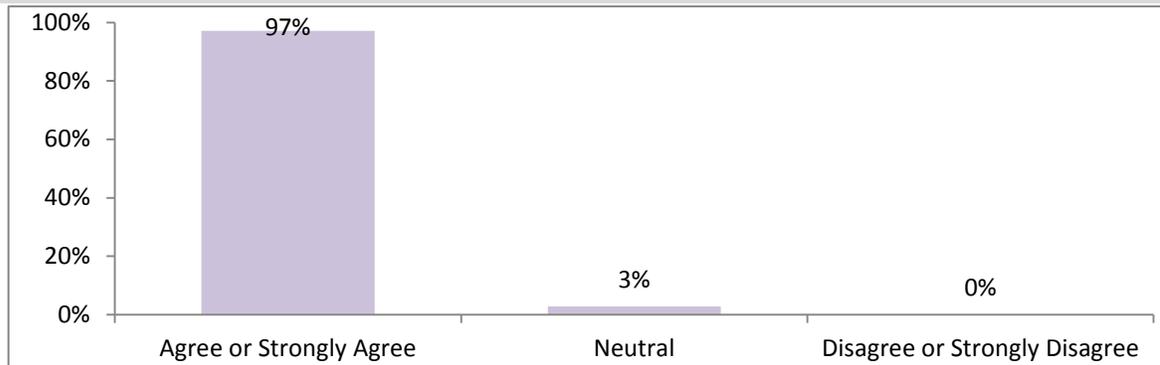
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	19	54%
4 Agree	13	37%
3 Neutral	1	3%
2 Disagree	1	3%
1 Strongly Disagree	1	3%
Total Responses	35	
Score		4.4
NA - Not Applicable	0	
No Response	0	



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

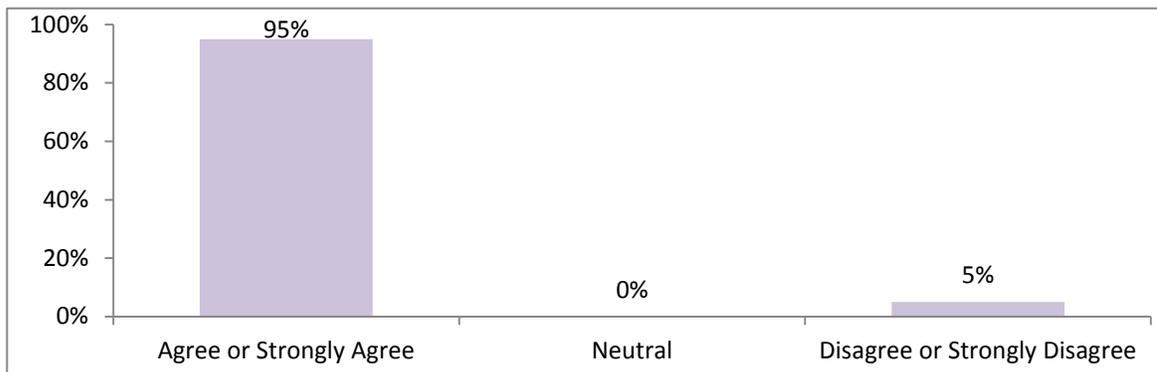
	2015	
5 Strongly Agree	25	71%
4 Agree	9	26%
3 Neutral	1	3%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	35	
Score		4.7
NA - Not Applicable	0	
No Response	0	



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

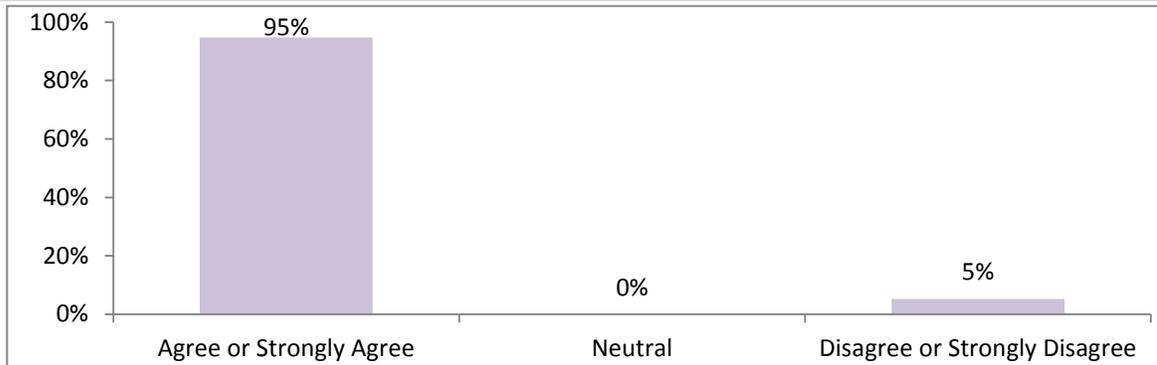
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	10	50%
4 Agree	9	45%
3 Neutral	0	0%
2 Disagree	1	5%
1 Strongly Disagree	0	0%
Total Responses	20	
Score	4.4	
NA - Not Applicable	4	
No Response	11	



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

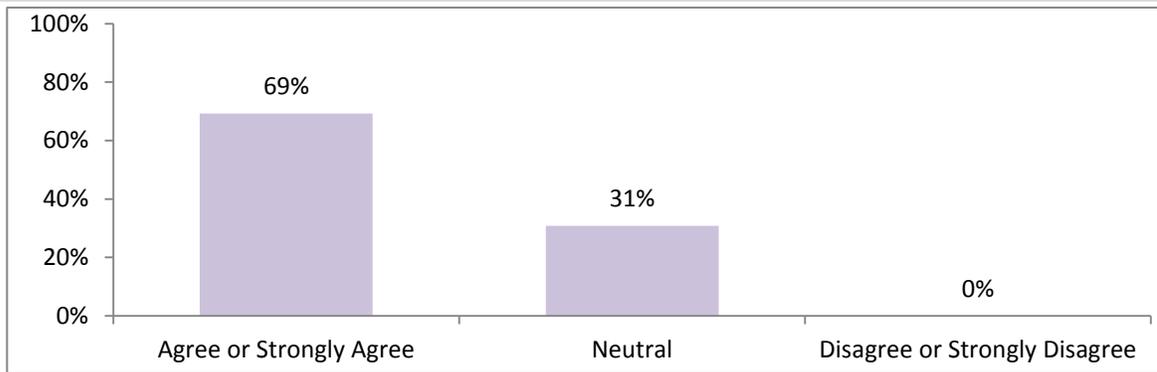
	2015	
5 Strongly Agree	12	63%
4 Agree	6	32%
3 Neutral	0	0%
2 Disagree	1	5%
1 Strongly Disagree	0	0%
Total Responses	19	
Score	4.5	
NA - Not Applicable	4	
No Response	12	



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

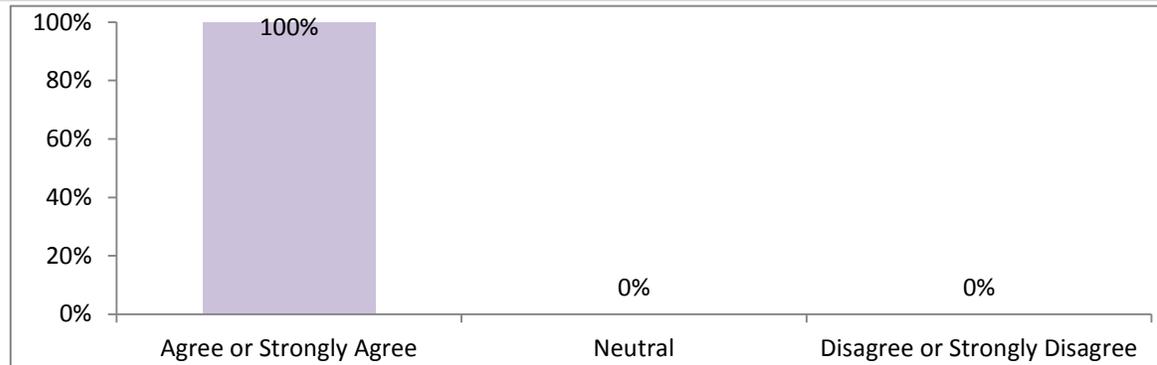
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	5	38%
4 Agree	4	31%
3 Neutral	4	31%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	13	
Score		4.1
NA - Not Applicable	8	
No Response	14	



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

	2015	
5 Strongly Agree	9	64%
4 Agree	5	36%
3 Neutral	0	0%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	14	
Score		4.6
NA - Not Applicable	6	
No Response	15	



Manistee 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	2	6%
Civil matter	0	0%
Criminal/probation	3	9%
Divorce/custody/support	9	26%
Drug/sobriety court	1	3%
Estate/trust	1	3%
File papers	8	24%
Get information	2	6%
Guardianship/conservatorship	7	21%
Juvenile delinquency	0	0%
Landlord/Tenant	0	0%
Make a payment	0	0%
PPO	1	3%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	4	12%
Number of Respondents	34	
No Response	1	

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

	2015	
Party (Plaintiff/Defendant)	21	62%
Agency Worker	3	9%
Attorney/prosecutor	4	12%
Family/friend of party to case	6	18%
Juror	0	0%
Witness	0	0%
Other	3	9%
Number of Respondents	34	
No Response	1	

Manistee County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	13	39%
Female	20	61%
Other	1	3%
Number of Respondents	33	
No Response	2	

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

	2015	
American Indian / Alaska Nat.	2	6%
Asian	0	0%
Multiracial/biracial	1	3%
Black/African American	0	0%
Hispanic/Latino	1	3%
White/Caucasian	28	82%
Other	2	6%
Number of Respondents	34	
No Response	1	