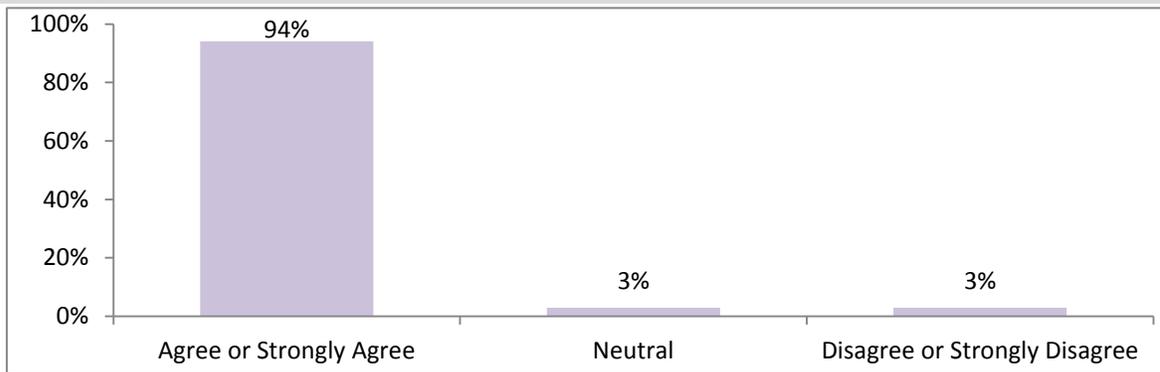


Questions 1 and 2 were directed to all respondents.

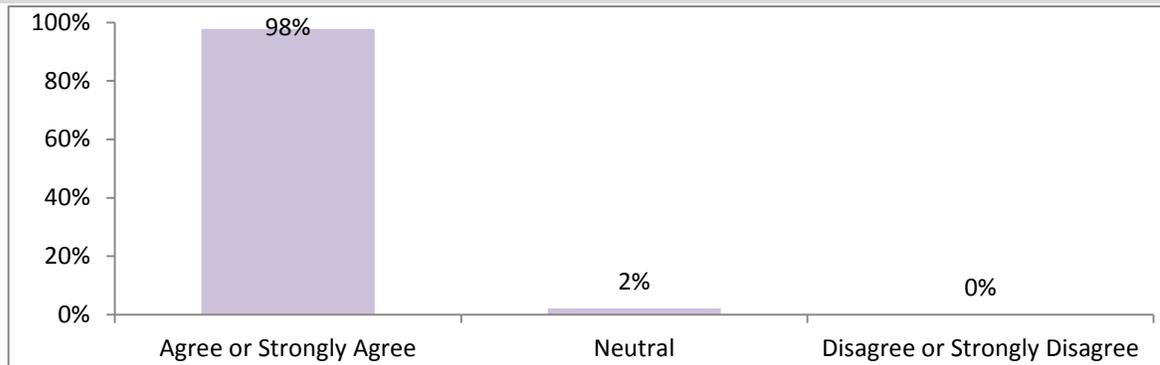
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	93	69%
4 Agree	34	25%
3 Neutral	4	3%
2 Disagree	3	2%
1 Strongly Disagree	1	1%
Total Responses	135	
Score		4.6
NA - Not Applicable	1	
No Response	2	



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

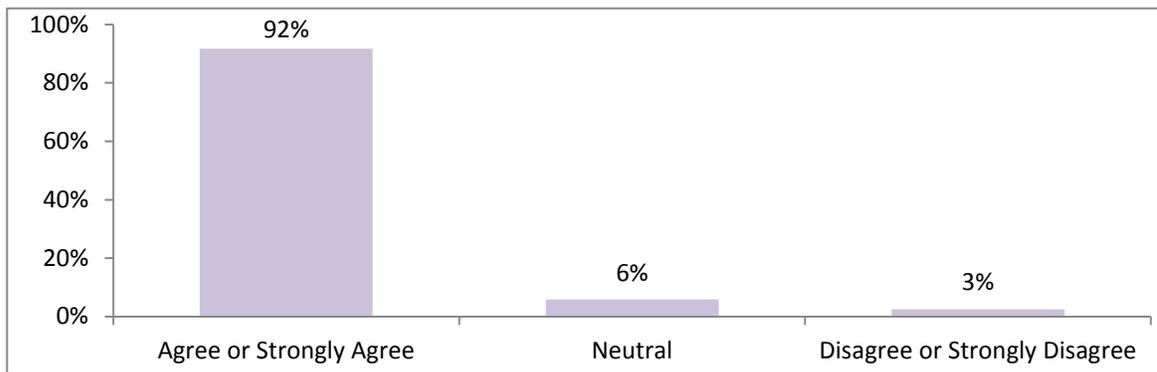
	2015	
5 Strongly Agree	112	82%
4 Agree	22	16%
3 Neutral	3	2%
2 Disagree	0	0%
1 Strongly Disagree	0	0%
Total Responses	137	
Score		4.8
NA - Not Applicable	0	
No Response	1	



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

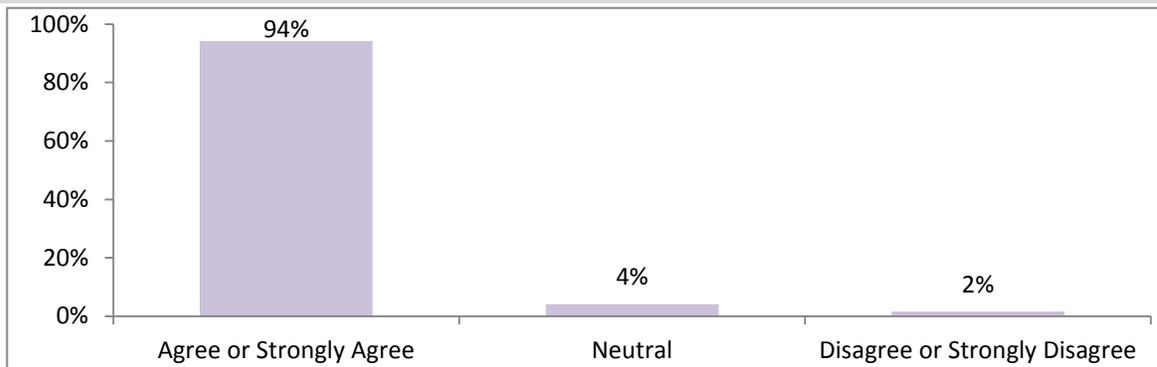
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	84	70%
4 Agree	26	22%
3 Neutral	7	6%
2 Disagree	1	1%
1 Strongly Disagree	2	2%
Total Responses	120	
Score	4.6	
NA - Not Applicable	5	
No Response	13	



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

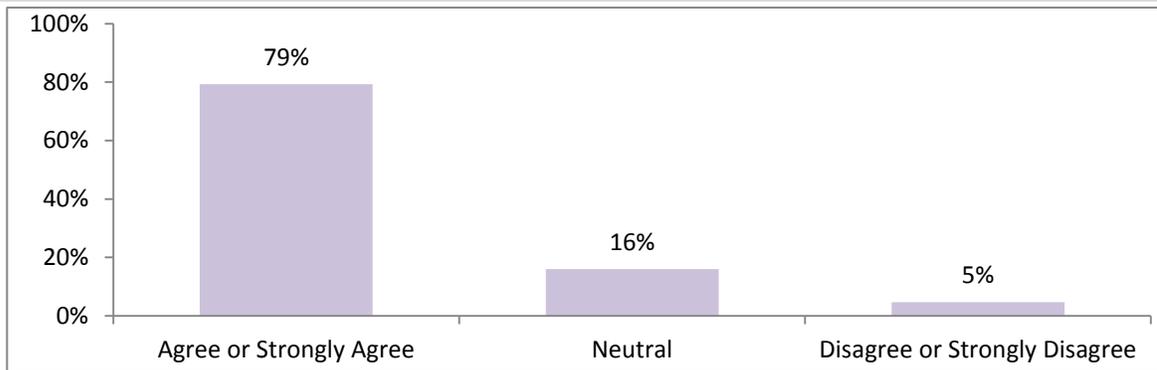
	2015	
5 Strongly Agree	96	79%
4 Agree	18	15%
3 Neutral	5	4%
2 Disagree	0	0%
1 Strongly Disagree	2	2%
Total Responses	121	
Score	4.7	
NA - Not Applicable	4	
No Response	13	



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

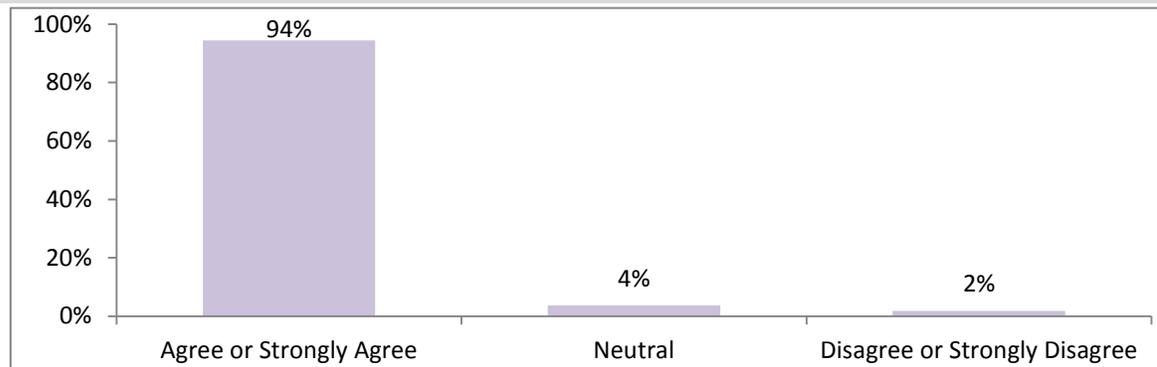
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	63	59%
4 Agree	21	20%
3 Neutral	17	16%
2 Disagree	1	1%
1 Strongly Disagree	4	4%
Total Responses	106	
Score		4.3
NA - Not Applicable	12	
No Response	20	



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

	2015	
5 Strongly Agree	74	69%
4 Agree	28	26%
3 Neutral	4	4%
2 Disagree	1	1%
1 Strongly Disagree	1	1%
Total Responses	108	
Score		4.6
NA - Not Applicable	10	
No Response	20	



Montcalm 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	21	16%
Civil matter	10	8%
Criminal/probation	6	5%
Divorce/custody/support	31	24%
Drug/sobriety court	2	2%
Estate/trust	12	9%
File papers	3	2%
Get information	3	2%
Guardianship/conservatorship	27	21%
Juvenile delinquency	4	3%
Landlord/Tenant	0	0%
Make a payment	3	2%
PPO	3	2%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	17	13%
Number of Respondents	131	
No Response	7	

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

	2015	
Party (Plaintiff/Defendant)	54	41%
Agency Worker	10	8%
Attorney/prosecutor	22	17%
Family/friend of party to case	30	23%
Juror	1	1%
Witness	8	6%
Other	9	7%
Number of Respondents	131	
No Response	7	

Montcalm County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	63	48%
Female	67	51%
Other	3	2%
Number of Respondents	132	
No Response	6	

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

	2015	
American Indian / Alaska Nat.	2	2%
Asian	2	2%
Multiracial/biracial	2	2%
Black/African American	2	2%
Hispanic/Latino	11	8%
White/Caucasian	113	86%
Other	2	2%
Number of Respondents	131	
No Response	7	