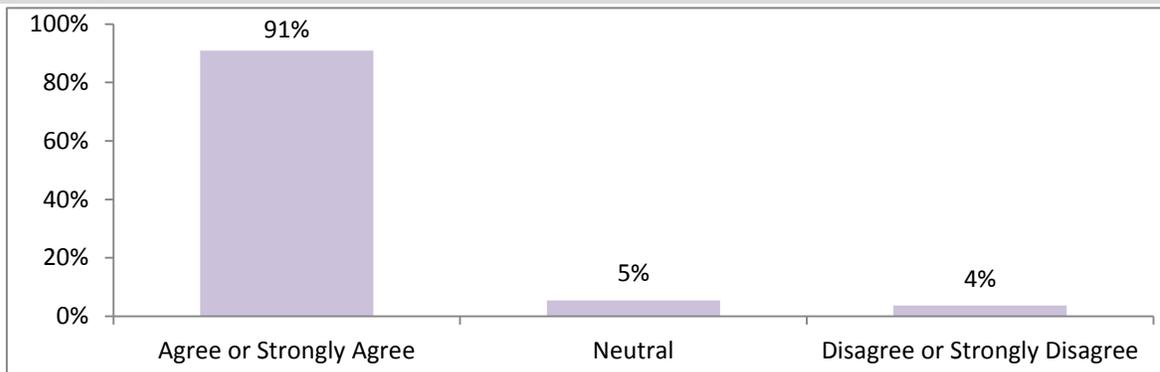


Questions 1 and 2 were directed to all respondents.

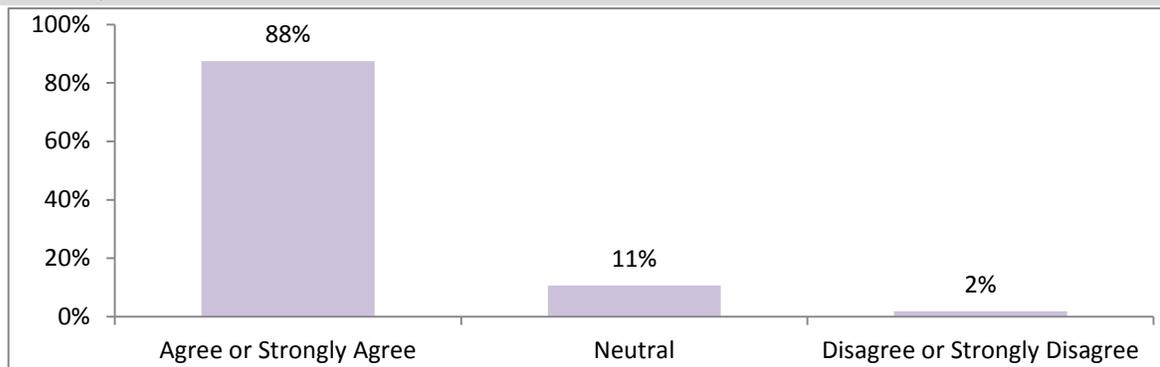
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	34	62%
4 Agree	16	29%
3 Neutral	3	5%
2 Disagree	1	2%
1 Strongly Disagree	1	2%
Total Responses	55	
Score		4.5
NA - Not Applicable	0	
No Response	1	



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

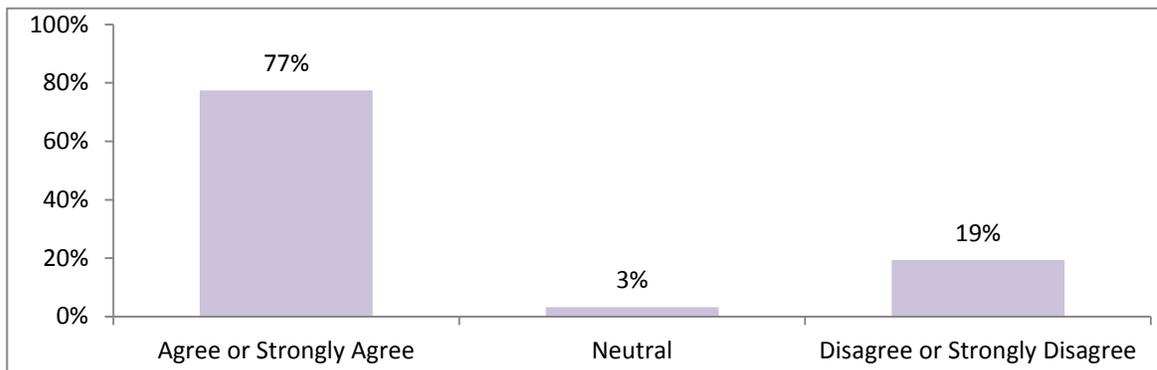
	2015	
5 Strongly Agree	34	61%
4 Agree	15	27%
3 Neutral	6	11%
2 Disagree	1	2%
1 Strongly Disagree	0	0%
Total Responses	56	
Score		4.5
NA - Not Applicable	0	
No Response	0	



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

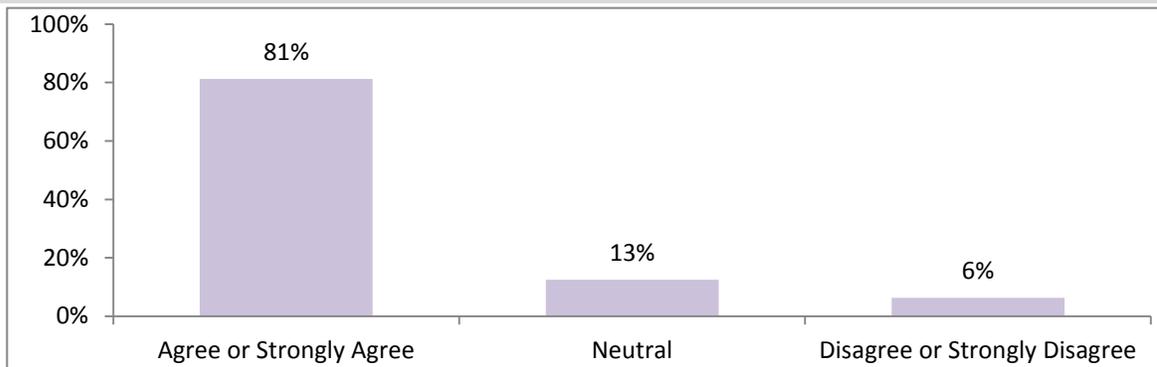
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	13	42%
4 Agree	11	35%
3 Neutral	1	3%
2 Disagree	4	13%
1 Strongly Disagree	2	6%
Total Responses	31	
Score		3.9
NA - Not Applicable	5	
No Response	20	



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

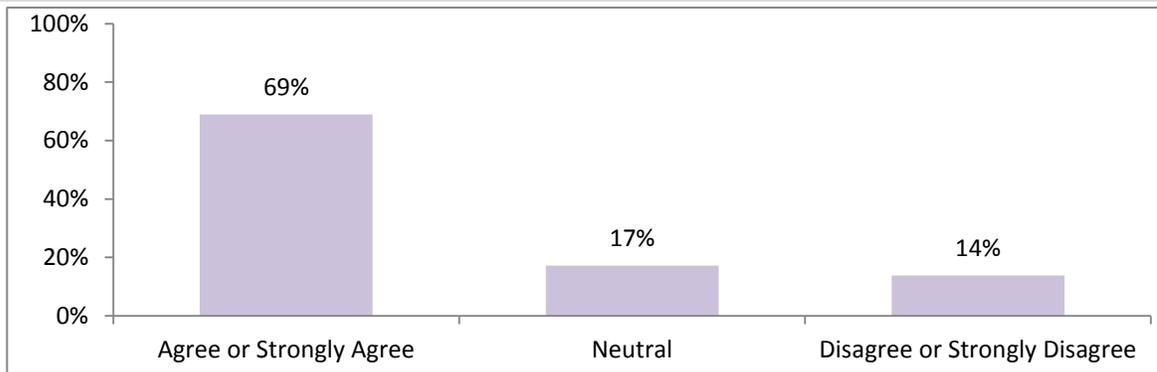
	2015	
5 Strongly Agree	13	41%
4 Agree	13	41%
3 Neutral	4	13%
2 Disagree	2	6%
1 Strongly Disagree	0	0%
Total Responses	32	
Score		4.2
NA - Not Applicable	3	
No Response	21	



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

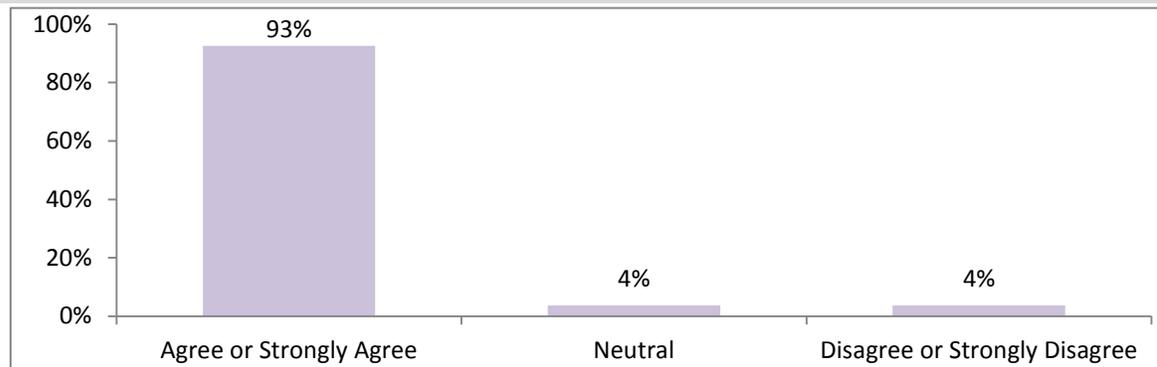
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	10	34%
4 Agree	10	34%
3 Neutral	5	17%
2 Disagree	3	10%
1 Strongly Disagree	1	3%
Total Responses	29	
Score	3.9	
NA - Not Applicable	6	
No Response	21	



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

	2015	
5 Strongly Agree	10	37%
4 Agree	15	56%
3 Neutral	1	4%
2 Disagree	0	0%
1 Strongly Disagree	1	4%
Total Responses	27	
Score	4.2	
NA - Not Applicable	5	
No Response	24	



Montcalm County 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	6	11%
Criminal/probation	12	21%
Divorce/custody/support	0	0%
Drug/sobriety court	1	2%
Estate/trust	0	0%
File papers	4	7%
Get information	0	0%
Guardianship/conservatorship	0	0%
Juvenile delinquency	0	0%
Landlord/Tenant	6	11%
Make a payment	4	7%
PPO	0	0%
Small claims	4	7%
Traffic/Ticket	16	29%
Other	4	7%
Number of Respondents	56	
No Response	0	

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

	2015	
Party (Plaintiff/Defendant)	29	55%
Agency Worker	1	2%
Attorney/prosecutor	3	6%
Family/friend of party to case	9	17%
Juror	0	0%
Witness	6	11%
Other	5	9%
Number of Respondents	53	
No Response	3	

Montcalm County District Court

9) What is your gender?

	2015	
Male	27	49%
Female	25	45%
Other	4	7%
Number of Respondents	55	
No Response	1	

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

	2015	
American Indian / Alaska Nat.	5	9%
Asian	2	4%
Multiracial/biracial	1	2%
Black/African American	2	4%
Hispanic/Latino	7	13%
White/Caucasian	44	80%
Other	1	2%
Number of Respondents	55	
No Response	1	