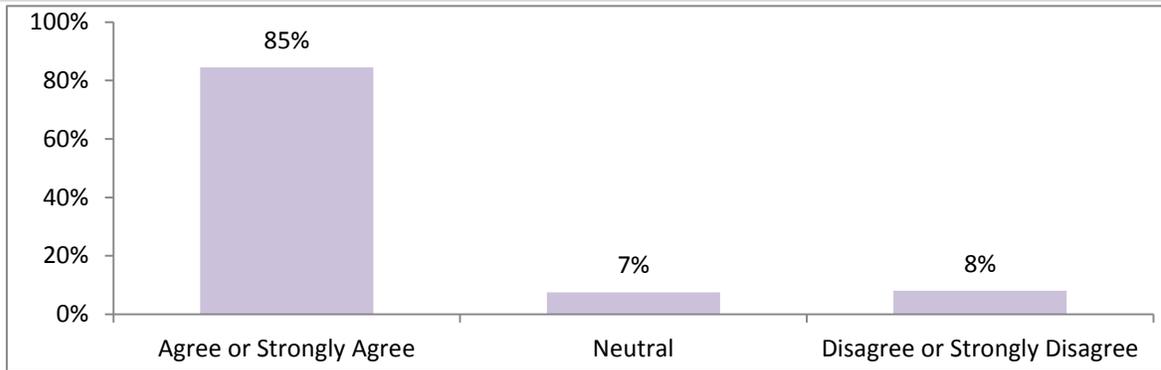


Questions 1 and 2 were directed to all respondents.

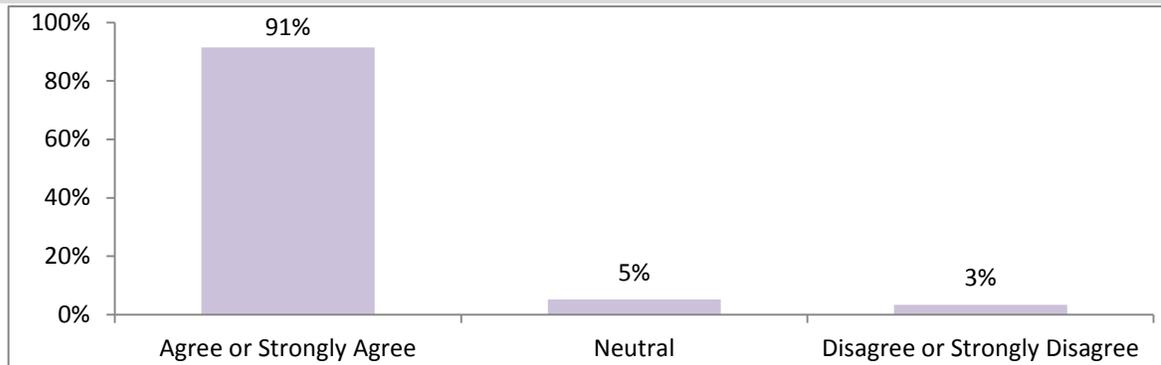
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	543	56%
4 Agree	281	29%
3 Neutral	73	7%
2 Disagree	44	5%
1 Strongly Disagree	34	3%
Total Responses	975	
Score		4.3
NA - Not Applicable	28	
No Response	6	



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

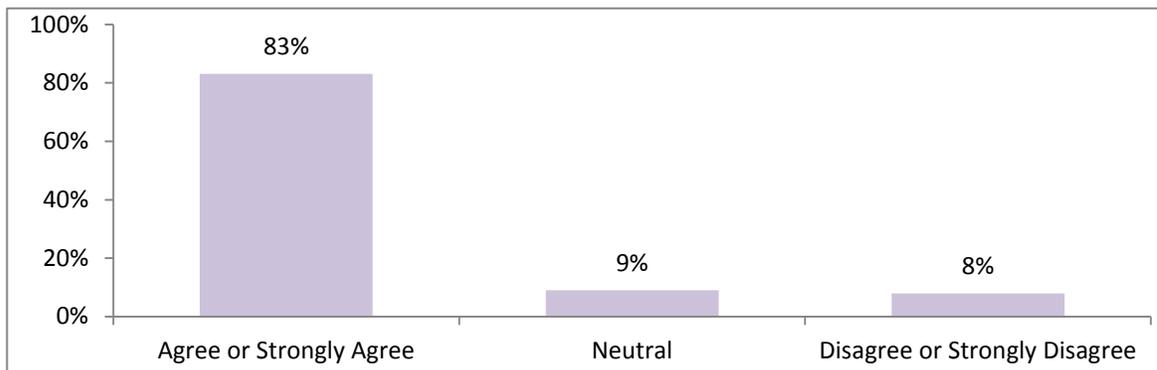
	2015	
5 Strongly Agree	675	68%
4 Agree	235	24%
3 Neutral	52	5%
2 Disagree	17	2%
1 Strongly Disagree	16	2%
Total Responses	995	
Score		4.5
NA - Not Applicable	7	
No Response	7	



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

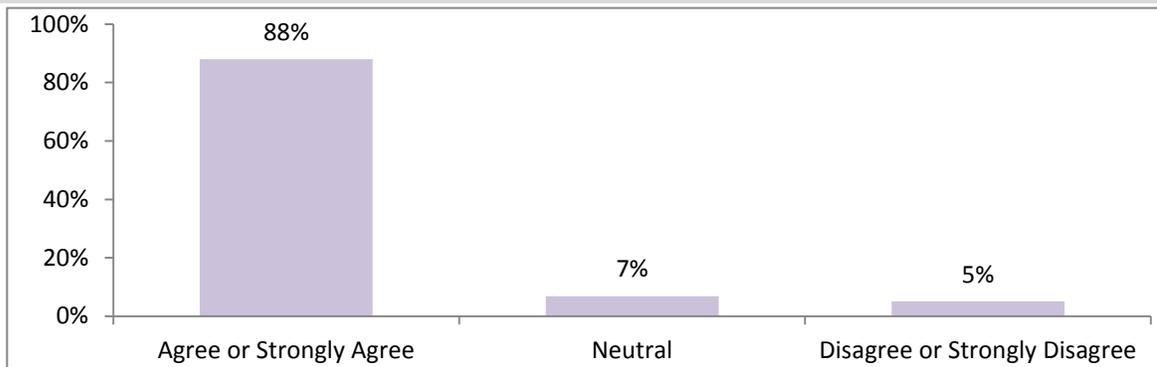
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	402	55%
4 Agree	209	28%
3 Neutral	66	9%
2 Disagree	23	3%
1 Strongly Disagree	35	5%
Total Responses	735	
Score		4.3
NA - Not Applicable	121	
No Response	153	



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

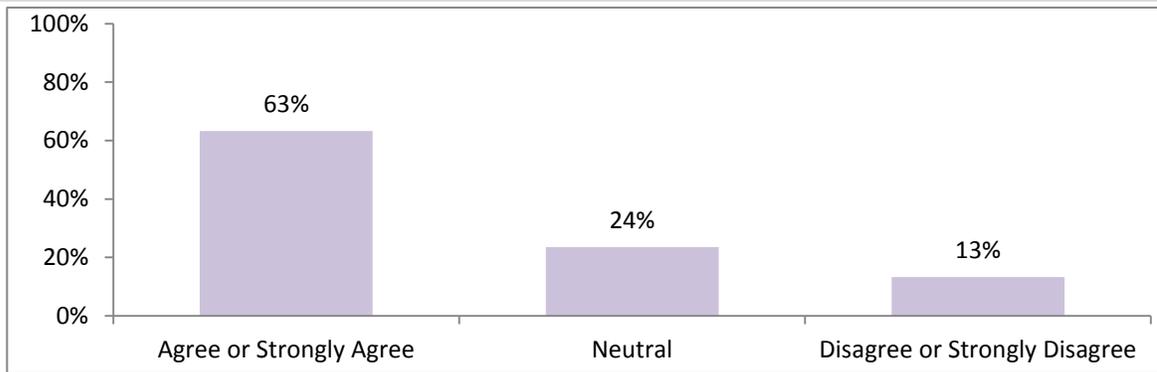
	2015	
5 Strongly Agree	476	64%
4 Agree	179	24%
3 Neutral	51	7%
2 Disagree	16	2%
1 Strongly Disagree	22	3%
Total Responses	744	
Score		4.4
NA - Not Applicable	108	
No Response	157	



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

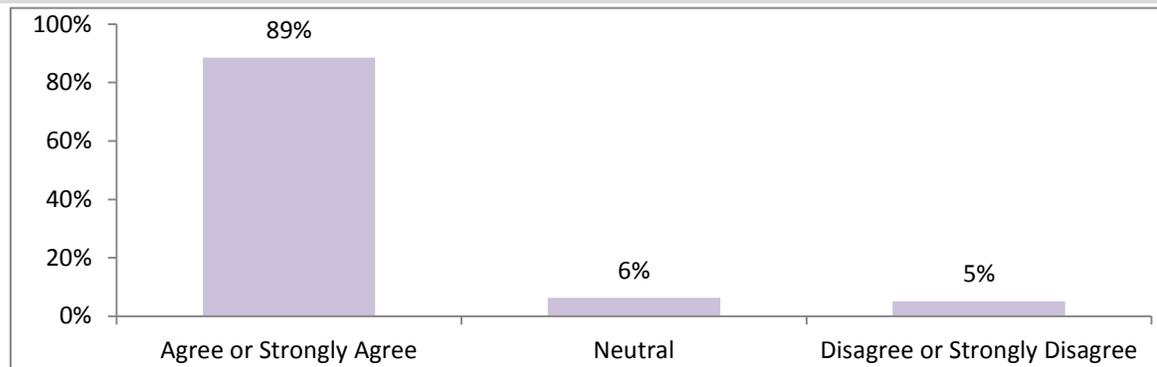
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	240	47%
4 Agree	85	17%
3 Neutral	121	24%
2 Disagree	34	7%
1 Strongly Disagree	34	7%
Total Responses	514	
Score		3.9
NA - Not Applicable	186	
No Response	309	



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

	2015	
5 Strongly Agree	348	64%
4 Agree	133	24%
3 Neutral	34	6%
2 Disagree	15	3%
1 Strongly Disagree	13	2%
Total Responses	543	
Score		4.5
NA - Not Applicable	153	
No Response	313	



Oakland 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	53	6%
Civil matter	177	19%
Criminal/probation	175	18%
Divorce/custody/support	261	28%
Drug/sobriety court	12	1%
Estate/trust	52	5%
File papers	36	4%
Get information	21	2%
Guardianship/conservatorship	80	8%
Juvenile delinquency	18	2%
Landlord/Tenant	0	0%
Make a payment	35	4%
PPO	9	1%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	114	12%
Number of Respondents	949	
No Response	60	

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

	2015	
Party (Plaintiff/Defendant)	324	33%
Agency Worker	32	3%
Attorney/prosecutor	347	36%
Family/friend of party to case	135	14%
Juror	75	8%
Witness	14	1%
Other	106	11%
Number of Respondents	974	
No Response	35	

Oakland County Circuit and Probate Courts

9) What is your gender?

	2015	
Male	526	53%
Female	465	47%
Other	5	1%
Number of Respondents	992	
No Response	17	

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

	2015	
American Indian / Alaska Nat.	26	3%
Asian	14	1%
Multiracial/biracial	12	1%
Black/African American	200	20%
Hispanic/Latino	30	3%
White/Caucasian	684	70%
Other	30	3%
Number of Respondents	976	
No Response	33	