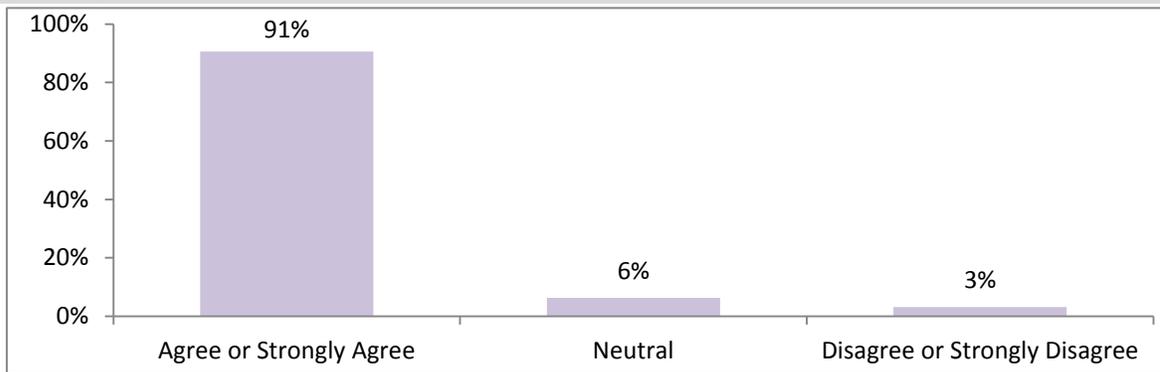


Questions 1 and 2 were directed to all respondents.

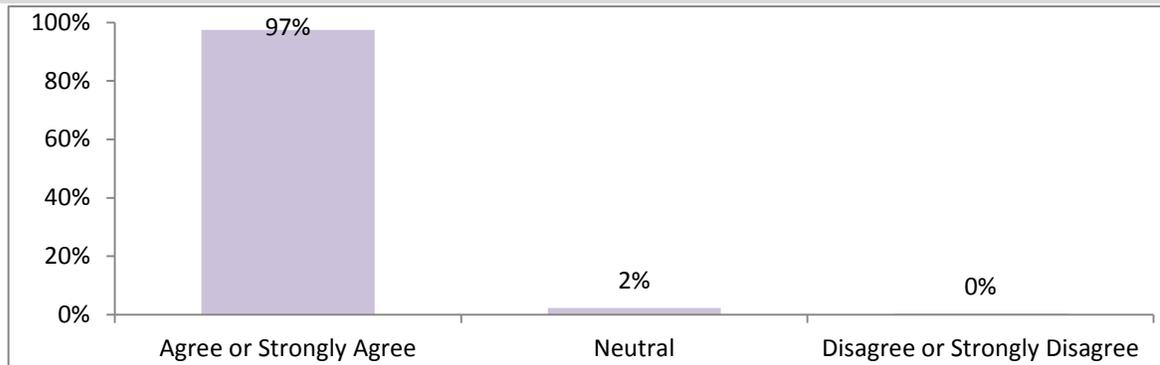
1) I was able to get my court business done in a reasonable amount of time today.

	2015	
5 Strongly Agree	219	62%
4 Agree	99	28%
3 Neutral	22	6%
2 Disagree	6	2%
1 Strongly Disagree	5	1%
Total Responses	351	
Score		4.5
NA - Not Applicable	12	
No Response	7	



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

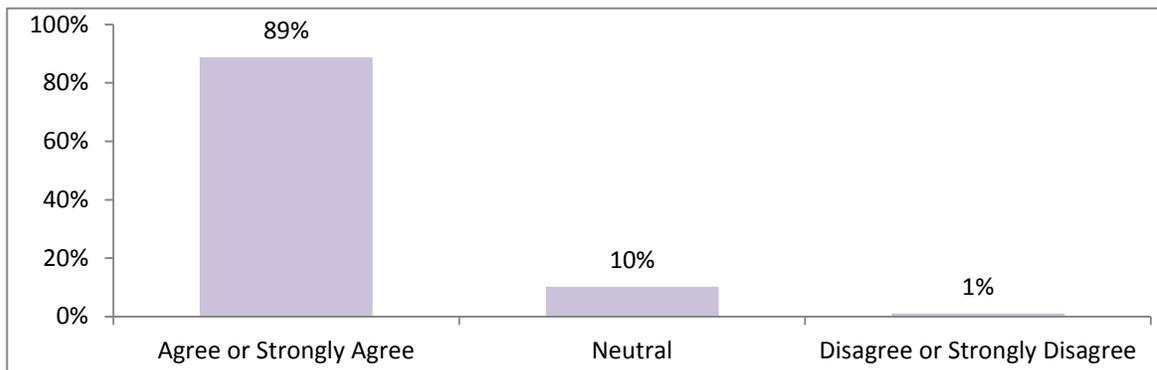
	2015	
5 Strongly Agree	263	74%
4 Agree	85	24%
3 Neutral	8	2%
2 Disagree	1	0%
1 Strongly Disagree	0	0%
Total Responses	357	
Score		4.7
NA - Not Applicable	2	
No Response	11	



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

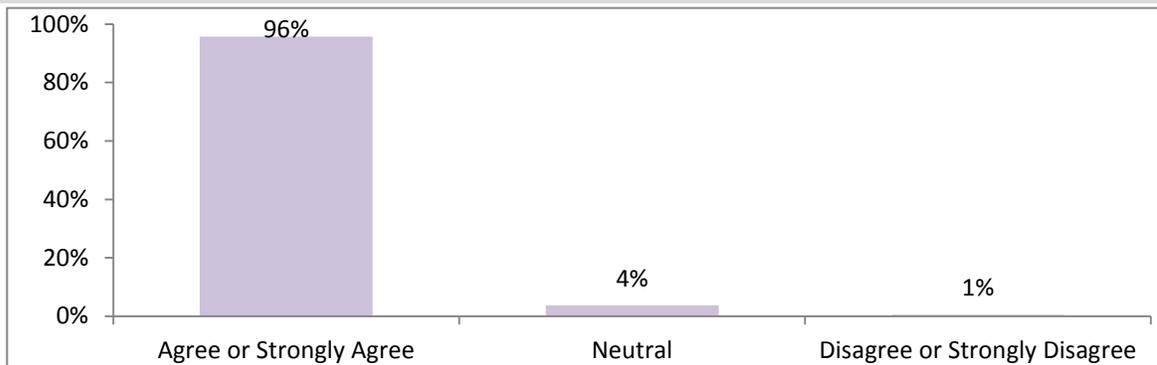
3) The way the case was handled was fair.

	2015	
5 Strongly Agree	101	52%
4 Agree	72	37%
3 Neutral	20	10%
2 Disagree	2	1%
1 Strongly Disagree	0	0%
Total Responses	195	
Score		4.4
NA - Not Applicable	77	
No Response	98	



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

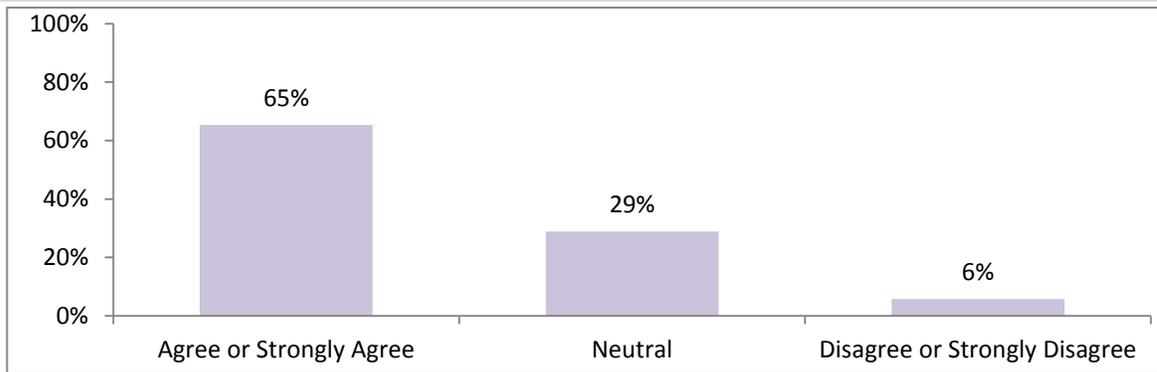
	2015	
5 Strongly Agree	128	68%
4 Agree	53	28%
3 Neutral	7	4%
2 Disagree	0	0%
1 Strongly Disagree	1	1%
Total Responses	189	
Score		4.6
NA - Not Applicable	75	
No Response	106	



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

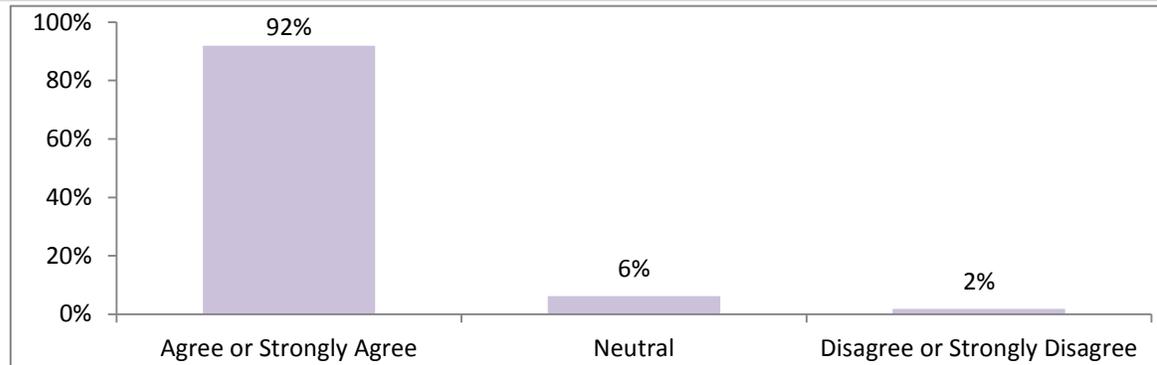
5) The outcome in my case was favorable to me.

	2015	
5 Strongly Agree	63	40%
4 Agree	39	25%
3 Neutral	45	29%
2 Disagree	8	5%
1 Strongly Disagree	1	1%
Total Responses	156	
Score		4.0
NA - Not Applicable	96	
No Response	118	



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

	2015	
5 Strongly Agree	97	60%
4 Agree	52	32%
3 Neutral	10	6%
2 Disagree	2	1%
1 Strongly Disagree	1	1%
Total Responses	162	
Score		4.5
NA - Not Applicable	88	
No Response	120	



Van Buren County 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	20	6%
Civil matter	36	10%
Criminal/probation	51	15%
Divorce/custody/support	38	11%
Drug/sobriety court	8	2%
Estate/trust	1	0%
File papers	15	4%
Get information	8	2%
Guardianship/conservatorship	12	3%
Juvenile delinquency	14	4%
Landlord/Tenant	15	4%
Make a payment	22	6%
PPO	2	1%
Small claims	5	1%
Traffic/Ticket	43	12%
Other	90	26%
Number of Respondents	351	
No Response	19	

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

	2015	
Party (Plaintiff/Defendant)	155	45%
Agency Worker	24	7%
Attorney/prosecutor	32	9%
Family/friend of party to case	51	15%
Juror	10	3%
Witness	5	1%
Other	72	21%
Number of Respondents	344	
No Response	26	

Van Buren County Courts

9) What is your gender?

	2015	
Male	188	52%
Female	175	48%
Other	2	1%
Number of Respondents	363	
No Response	7	

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

	2015	
American Indian / Alaska Nat.	15	4%
Asian	3	1%
Multiracial/biracial	3	1%
Black/African American	24	7%
Hispanic/Latino	25	7%
White/Caucasian	287	81%
Other	8	2%
Number of Respondents	356	
No Response	14	