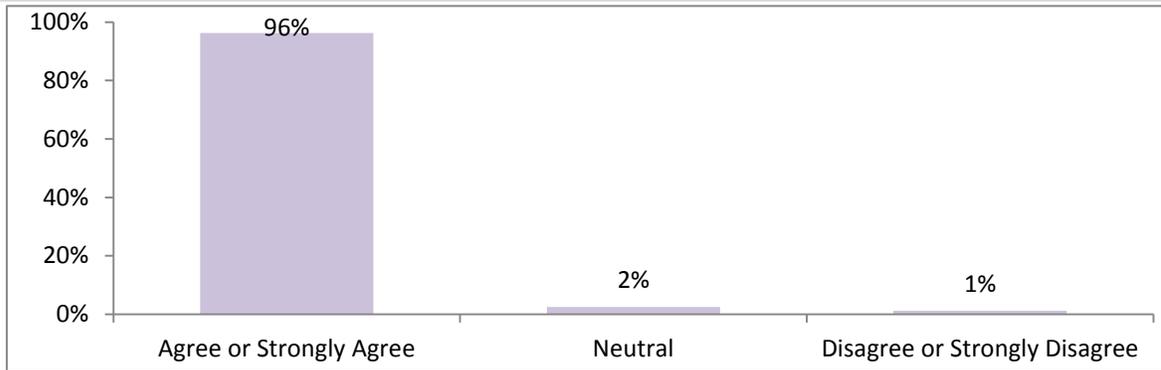


**Questions 1 and 2 were directed to all respondents.**

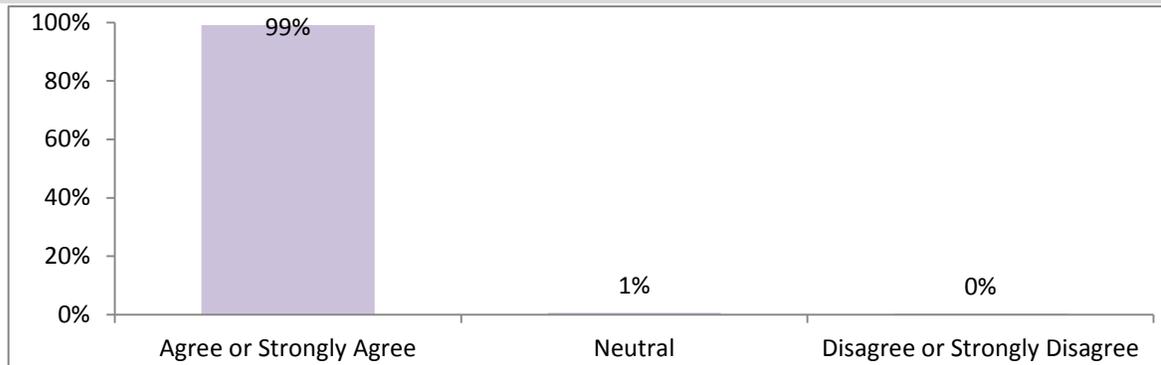
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	242	74%
4 Agree	73	22%
3 Neutral	8	2%
2 Disagree	2	1%
1 Strongly Disagree	2	1%
Total Responses	327	
Score		4.7
NA - Not Applicable	6	
No Response	5	



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

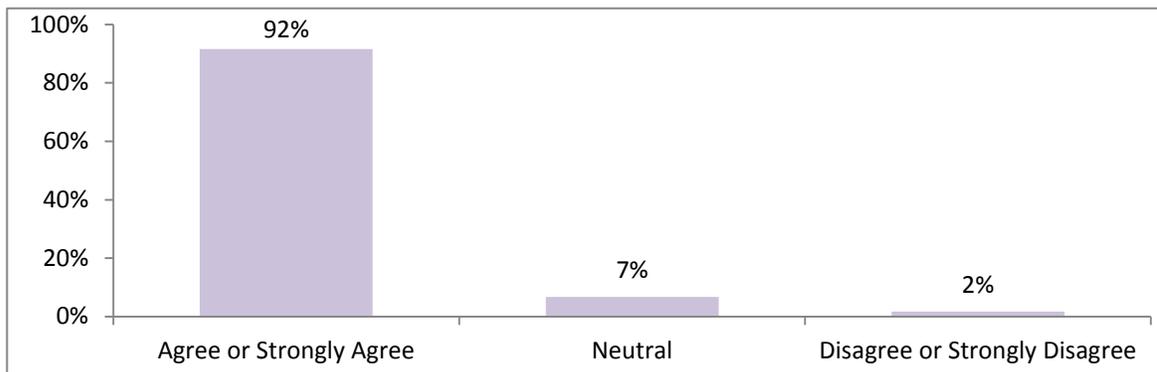
	2015	
5 Strongly Agree	290	88%
4 Agree	37	11%
3 Neutral	2	1%
2 Disagree	0	0%
1 Strongly Disagree	1	0%
Total Responses	330	
Score		4.9
NA - Not Applicable	3	
No Response	5	



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

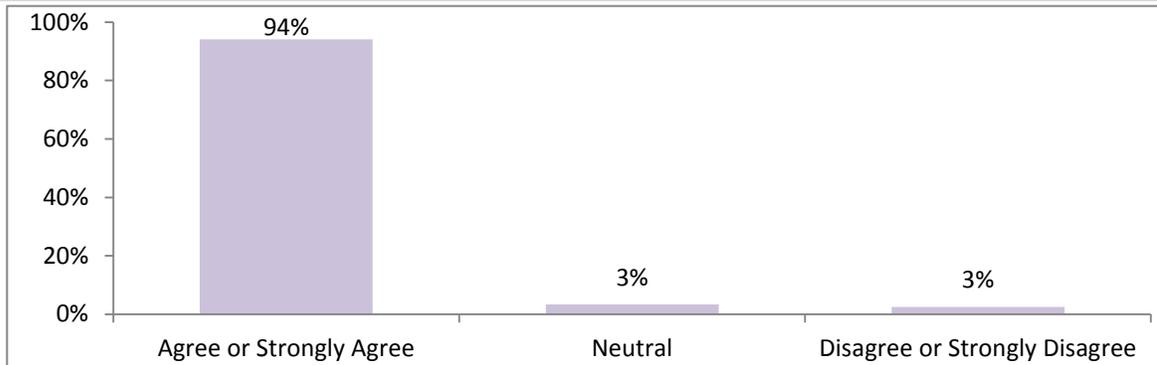
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	87	73%
4 Agree	22	18%
3 Neutral	8	7%
2 Disagree	0	0%
1 Strongly Disagree	2	2%
Total Responses	119	
Score		4.6
NA - Not Applicable	82	
No Response	137	



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

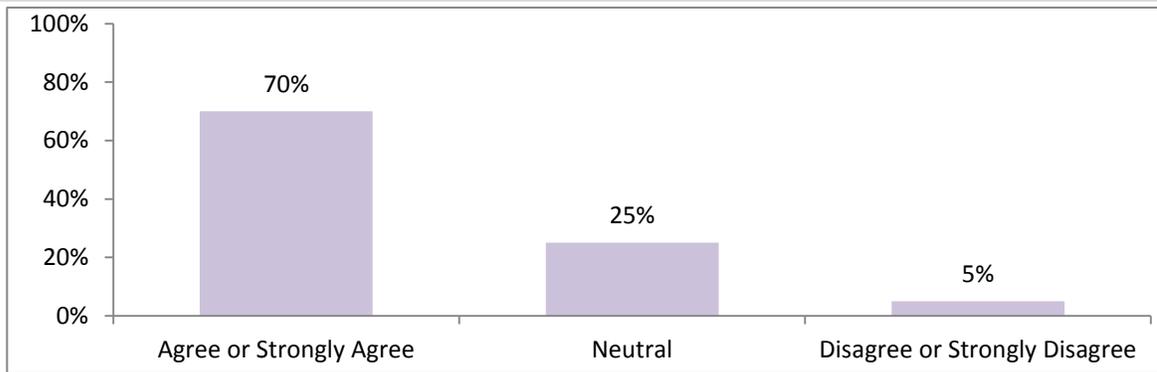
	2015	
5 Strongly Agree	88	75%
4 Agree	23	19%
3 Neutral	4	3%
2 Disagree	0	0%
1 Strongly Disagree	3	3%
Total Responses	118	
Score		4.6
NA - Not Applicable	81	
No Response	139	



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

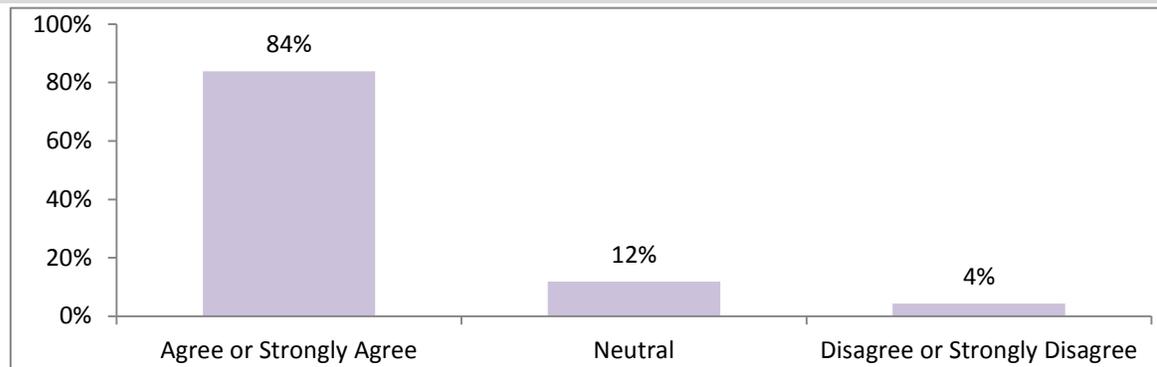
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	40	50%
4 Agree	16	20%
3 Neutral	20	25%
2 Disagree	2	3%
1 Strongly Disagree	2	3%
Total Responses	80	
Score		4.1
NA - Not Applicable	96	
No Response	162	



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

	2015	
5 Strongly Agree	60	65%
4 Agree	18	19%
3 Neutral	11	12%
2 Disagree	1	1%
1 Strongly Disagree	3	3%
Total Responses	93	
Score		4.4
NA - Not Applicable	83	
No Response	162	



Washtenaw 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	11	4%
Civil matter	42	14%
Criminal/probation	43	15%
Divorce/custody/support	105	36%
Drug/sobriety court	3	1%
Estate/trust	4	1%
File papers	29	10%
Get information	12	4%
Guardianship/conservatorship	9	3%
Juvenile delinquency	1	0%
Landlord/Tenant	0	0%
Make a payment	10	3%
PPO	12	4%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	46	16%
Number of Respondents	295	
No Response	43	

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

	2015	
Party (Plaintiff/Defendant)	145	46%
Agency Worker	9	3%
Attorney/prosecutor	58	18%
Family/friend of party to case	10	3%
Juror	67	21%
Witness	3	1%
Other	33	10%
Number of Respondents	315	
No Response	23	

## Washtenaw Circuit and Probate Courts

### 9) What is your gender?

	2015	
Male	167	51%
Female	156	48%
Other	7	2%
Number of Respondents	326	
No Response	12	

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

	2015	
American Indian / Alaska Nat.	4	1%
Asian	5	2%
Multiracial/biracial	9	3%
Black/African American	42	14%
Hispanic/Latino	8	3%
White/Caucasian	244	79%
Other	10	3%
Number of Respondents	308	
No Response	30	