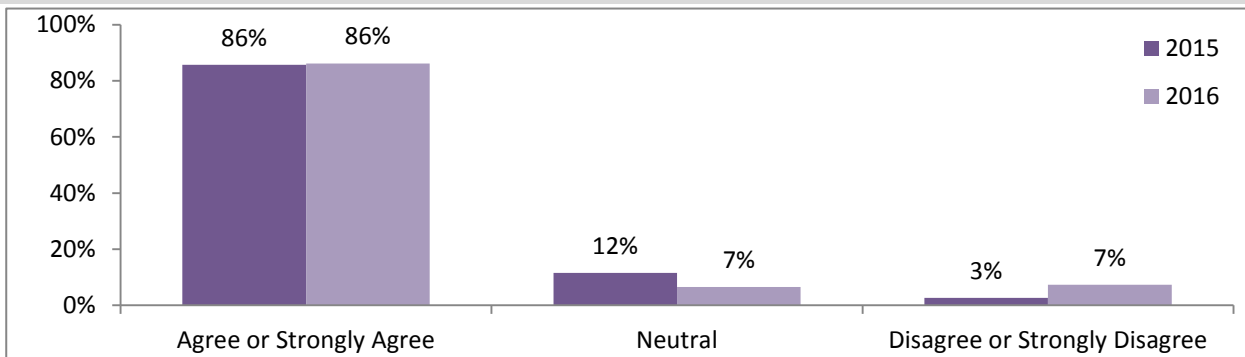


Questions 1 and 2 were directed to all respondents.

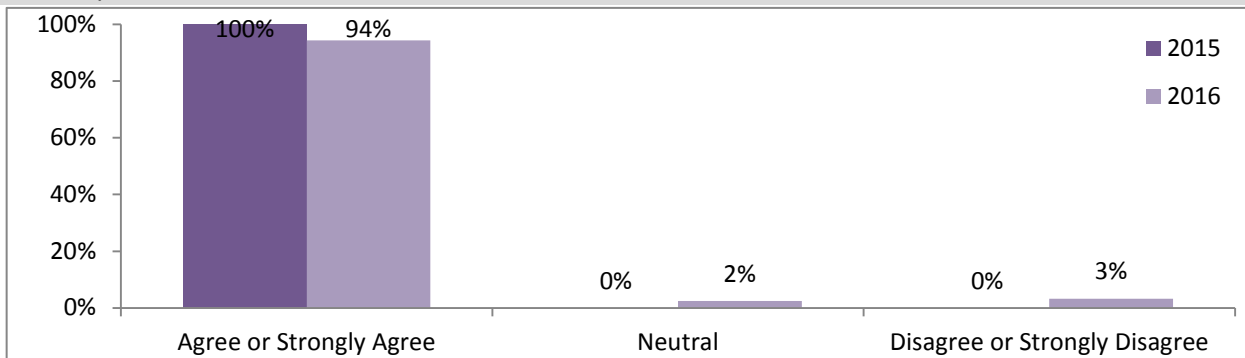
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	64	57%	81	66%
4 Agree	32	29%	25	20%
3 Neutral	13	12%	8	7%
2 Disagree	2	2%	3	2%
1 Strongly Disagree	1	1%	6	5%
Total Responses	112		123	
Score	4.4		4.4	
NA - Not Applicable	4		5	
No Response	1		2	



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

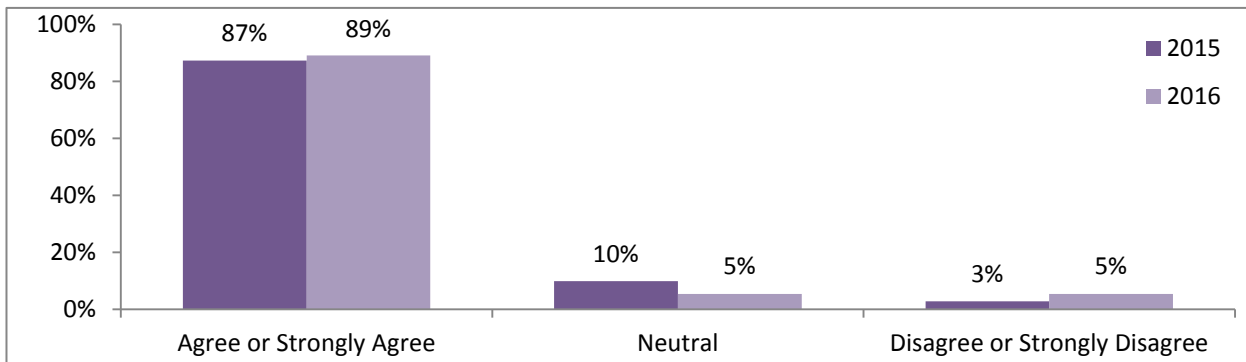
	2015		2016	
5 Strongly Agree	83	77%	97	78%
4 Agree	25	23%	20	16%
3 Neutral	0	0%	3	2%
2 Disagree	0	0%	2	2%
1 Strongly Disagree	0	0%	2	2%
Total Responses	108		124	
Score	4.8		4.7	
NA - Not Applicable	4		2	
No Response	5		4	



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

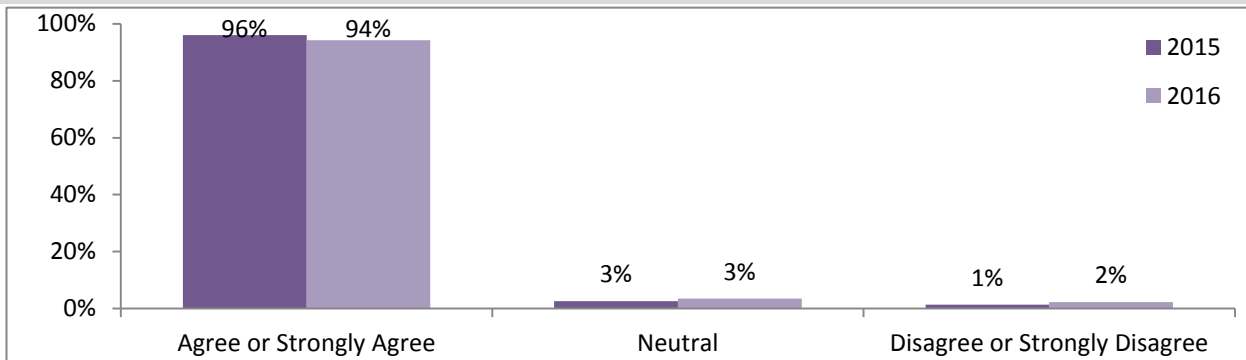
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	43	61%	53	58%
4 Agree	19	27%	29	32%
3 Neutral	7	10%	5	5%
2 Disagree	1	1%	2	2%
1 Strongly Disagree	1	1%	3	3%
Total Responses	71		92	
Score	4.4		4.4	
NA - Not Applicable	21		18	
No Response	25		20	



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

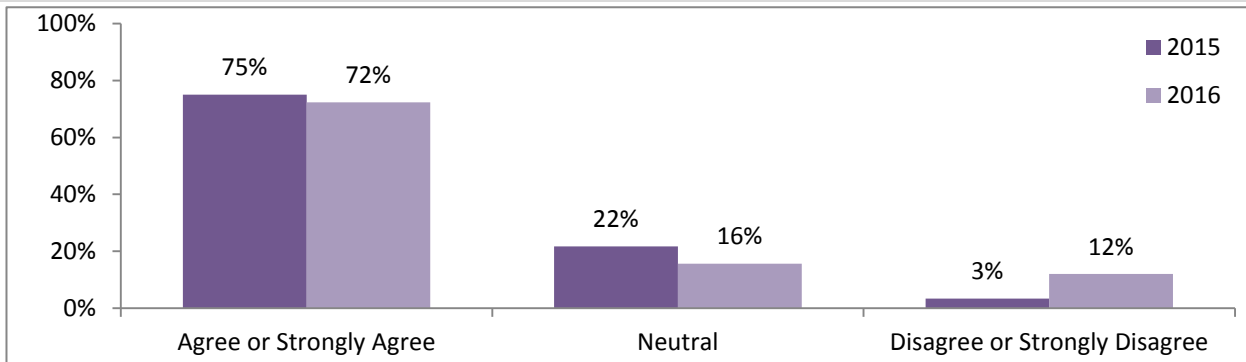
	2015		2016	
5 Strongly Agree	55	72%	63	72%
4 Agree	18	24%	19	22%
3 Neutral	2	3%	3	3%
2 Disagree	0	0%	1	1%
1 Strongly Disagree	1	1%	1	1%
Total Responses	76		87	
Score	4.7		4.6	
NA - Not Applicable	13		23	
No Response	28		20	



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

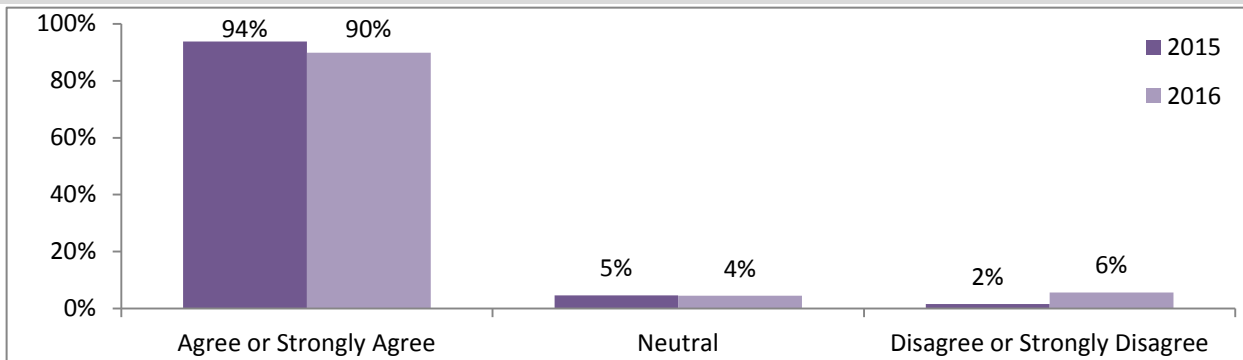
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	34	57%	43	52%
4 Agree	11	18%	17	20%
3 Neutral	13	22%	13	16%
2 Disagree	0	0%	3	4%
1 Strongly Disagree	2	3%	7	8%
Total Responses	60		83	
Score	4.3		4.0	
NA - Not Applicable	27		25	
No Response	30		22	



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

	2015		2016	
5 Strongly Agree	42	65%	62	70%
4 Agree	19	29%	18	20%
3 Neutral	3	5%	4	4%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	1	2%	5	6%
Total Responses	65		89	
Score	4.6		4.5	
NA - Not Applicable	21		20	
No Response	31		21	



Wayne County - 17th 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		2016	
Child Protective	0	0%	0	0%
Civil Matter	20	19%	22	18%
Criminal/Probation	19	18%	37	30%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	10	9%	5	4%
Estate/Trust	0	0%	0	0%
File Papers	1	1%	4	3%
Get Information	2	2%	1	1%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	10	9%	6	5%
Make a Payment	5	5%	5	4%
PPO	0	0%	0	0%
Small Claims	4	4%	0	0%
Traffic/Ticket	35	33%	39	32%
Other	9	8%	11	9%
Number of Respondents	106		123	
No Response	11		7	

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

	2015		2016	
Party (Plaintiff/Defendant)	63	58%	85	70%
Agency Worker	1	1%	2	2%
Attorney/Prosecutor	16	15%	5	4%
Family/Friend of party to case	15	14%	20	16%
Juror	0	0%	0	0%
Witness	6	6%	6	5%
Other	9	8%	8	7%
Number of Respondents	108		122	
No Response	9		8	

Wayne County - 17th District Court

9) What is your gender?

	2015		2016	
Male	66	60%	70	55%
Female	44	40%	57	45%
Other	0	0%	0	0%
Number of Respondents	110		127	
No Response	7		3	

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

	2015		2016	
American Indian / Alaska Native	2	2%	4	3%
Asian	1	1%	0	0%
Multiracial/Biracial	2	2%	3	3%
Black/African American	59	56%	63	53%
Hispanic/Latino	0	0%	4	3%
White/Caucasian	41	39%	47	39%
Other	2	2%	5	4%
Number of Respondents	105		120	
No Response	12		10	